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ABSTRACT

This coordinator's guide for a module on restaurant cashiers, one of seven individualized units about restaurant occupations, has been developed for students enrolled in cooperative part-time training and employed in a commercial restaurant. Included in the first part of the guide are a progress chart, suggested teaching procedures, answers to the student assignment sheets and unit test, a job description and alternate titles, and a study guide objective. The second half of the guide consists of a series of information and assignment sheets dealing with the following topics: cashier terms and definitions, personality for job and success, duties and responsibilities, the cash register, receiving cash payments and giving change, accepting checks and credit card payments, sales tax, and guarding against theft. A unit test concludes the guide. (MN)

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RESTAURANT OCCUPATIONS

CASHIER

DOT NO. 211.462-010

Coordinator's Guide

Prepared by Durwin Hohhertz

CE 036 291

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PREFACE

This study guide is one of seven individualized units developed for students enrolled in Cooperative Part-Time Training and employed in a commercial restaurant. Each self-paced unit is composed of information about one specific occupation. The study material is designed to provide the student with general information for immediate assistance on the job, and specific information which will relate to later on-the-job work experiences.

Even though these study guides are individualized, the coordinator should closely supervise each student's studies. To allow the coordinator to better direct the learning activities, both coordinator guides and student manuals are available. A progress chart is provided in the coordinator's guide. This will allow the coordinator to pinpoint the progress a student has made toward each objective in the sequence in which they are completed.

The coordinator's guide provides information and suggested activities that will assist in providing additional learning experiences for the student. Also included are suggested alternatives the coordinator may use in dealing with various types of disadvantaged students, including the slow-learner, and slow-reader. Other information sheets and assignments may be added to the study guide if requested by the employer.

The student manual should be used by the student in completing each assignment, and also as a reference throughout the job training period. This manual gives directions for both written assignments and individual involvement activities. The written assignments should be handed in to the coordinator, and individual involvement activities should be performed in class under the coordinator's supervision. Answer sheets are provided for assignment sheets and tests; however, a student should also be graded on individual participation. Both tests and assignments should be graded and returned to the students to be kept for reference in their notebooks.

A coordinator may have a student complete one or more related study guides in instances when a supervisor requires the student to perform responsibilities of two or more job titles within Restaurant Occupations. If a student easily accomplishes all of the assignments and studies in one guide, that student might be required to complete all available study guides for Food Services Occupations. This will prepare the student for occupational advancement, or for entrance into free enterprise system, or as an owner of a food service establishment.

The coordinator also is encouraged to read the sheets titled Suggested Teaching Procedures, found in the front of each coordinator's guide, for suggestions on additional activities, and for explanation of students' assignments. Although student manuals may be purchased individually, the coordinator may reproduce the information, assignment, or test sheets for other students in the class.

For information on other food service study guides, contact the Occupational Curriculum Laboratory, East Texas State University, Commerce, Texas 75428.

ACKNOWLEDGMENTS

The expertise of many coordinators across the state has contributed to the initial development of these Food Service study guides. Much credit is due them for their contributions of information and activities for these publications, which will be made available to other Cooperative Part-Time Training programs.

We extend special thanks to those members of the CVAE Cooperative Part-Time Advisory Committee who field-tested the first study guides developed, and later provided periodic evaluations and comments to be used in revisions and further development.
The committee members are:

Wayne Cyphers, Area I
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Forrest Mays, Area III
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Charles Erwin, Area VIII
Richard L. Harlan, Area IX
Naomi Smith, Area X
Abel Gorena, Area XI
Bennye Frazier, Area XII

Appreciation is also given the numerous businesses that allowed our writers to collect information which has been incorporated into these publications.

Progress Chart for

CASHIER

D.O.T. #211.462-010

Name _____

School _____

		Date Completed
INFORMATION SHEET 1	CASHIER TERMS AND DEFINITIONS	
ASSIGNMENT SHEET 1	IDENTIFYING CASHIER TERMINOLOGY	
Test	Part 1	
OBJECTIVE	Match the terms associated with the cashier to the correct definition.	
INFORMATION SHEET 2	PERSONALITY FOR JOB SUCCESS	
ASSIGNMENT SHEET 2	IDENTIFYING GOOD JOB ATTITUDES	
Test	Part 2	
OBJECTIVE	Display the correct personality for job success.	
INFORMATION SHEET 3	DUTIES AND RESPONSIBILITIES	
ASSIGNMENT SHEET 3	OPENING AND CLOSING DUTIES	
ASSIGNMENT SHEET 4	USING THE TELEPHONE CORRECTLY	
ASSIGNMENT SHEET 5	HANDLING COMPLAINTS	
Test	Part 3	
OBJECTIVE	Point out the duties and responsibilities performed by a cashier.	
INFORMATION SHEET 4	THE CASH REGISTER	
ASSIGNMENT SHEET 6	ARRANGING THE CASH DRAWER	
ASSIGNMENT SHEET 7	IDENTIFYING THE PARTS OF A CASH REGISTER	
ASSIGNMENT SHEET 9	BALANCING THE CASH REGISTER	
Test	Part 4	
OBJECTIVE	Explain the operation of the cash register.	
INFORMATION SHEET 5	RECEIVING CASH PAYMENTS AND GIVING CHANGE	
ASSIGNMENT SHEET 10	COUNTING CHANGE	
ASSIGNMENT SHEET 11	ROLE-PLAYING CHANGE MAKING	
Test	Part 5	
OBJECTIVE	Select the proper sequence for receiving payments and making change.	

		Date Completed
INFORMATION SHEET 6	ACCEPTING CHECKS AND CREDIT CARD PAYMENTS	
ASSIGNMENT SHEET 13	HANDLING CREDIT CARDS	
ASSIGNMENT SHEET 14	CHECKS AND TRAVELER'S CHECKS	
ASSIGNMENT SHEET 15	THE TRAINING STATION'S POLICY ON CHECKS	
Test	Part 6	
OBJECTIVE	Point out the correct rules to follow when accepting checks and credit card payments.	
INFORMATION SHEET 7	SALES TAX	
ASSIGNMENT SHEET 16	ADDING SALES TAX	
ASSIGNMENT SHEET 17	ROLE-PLAYING THE USE OF SALES TAX	
Test	Part 7	
OBJECTIVE	Look on chart to find correct sales tax, and then add tax to the bill.	
INFORMATION SHEET 8	GUARDING AGAINST THEFT	
ASSIGNMENT SHEET 18	DEALING WITH COUNTERFEIT BILLS, SHORT-CHANGE ARTIST, MONEY MANIPULATORS, AND ROBBERS	
Test	Part 8	
OBJECTIVE	Explain the ways used to guard against theft.	

This student has completed the indicated training under my supervision.

_____

Instructor

CASHIER

SUGGESTED TEACHING PROCEDURES FOR THE COORDINATOR

I. Objective Sheet

A. Discuss each specific objective with the student.

B. Explain the relationship of each to the training station.

C. Re-number the objectives in the most logical sequence to be accomplished.

D. Add additional objectives necessary for the training station.

II. Answers to Assignment Sheets

A. Some assignment sheet answers will vary according to the training station and should be graded individually.

B. Some assignment sheets will not have a specific answer but will depend upon student participation.

III. Answers to Test

A. Answers are based upon total information covered in the study guide.

B. For convenience of grading, make corresponding answer sheets for any test parts added.

IV. Information and Assignment Sheets

A. INFORMATION SHEET 1--CASHIER TERMS AND DEFINITIONS

1. This information can be used as a glossary of terms.

2. Use ASSIGNMENT SHEET 1--IDENTIFYING CASHIER TERMINOLOGY to reinforce this area of information.

a. Have the student use Information Sheet 1 or a glossary of a reference book to complete the assignment sheet.

b. Have the student make similar word puzzles using other terms encountered by a cashier.

B. INFORMATION SHEET 2--PERSONALITY FOR JOB SUCCESS

1. Use ASSIGNMENT SHEET 2--IDENTIFYING GOOD JOB ATTITUDES to reinforce this information sheet.

a. Have a personnel manager speak to the class concerning attitudes.

b. Have the student interview the personnel manager or personnel councelor concerning attitudes on the job.

c. Design attitude-building assignments using role-playing situations.

2. Have the student report to the class on how a good personality can help on the training station.

C. INFORMATION SHEET 3--DUTIES AND RESPONSIBILITIES

1. Use the following assignment sheets to reinforce this information area:

a. ASSIGNMENT SHEET 3--OPENING AND CLOSING DUTIES

(1) Have the student list other duties not covered in this study guide.

(2) Organize the student's list for future use as an information sheet.

b. ASSIGNMENT SHEET 4--USING THE TELEPHONE CORRECTLY

(1) Have the class participate in checking and discussing the role-playing situations.

(2) Use suggestions from the class for possible situations which might be encountered.

c. ASSIGNMENT SHEET 5--HANDLING COMPLAINTS

(1) Have the student relate personal situations for class discussion.

(2) Have the class role-play giving complaints to the cashier-student.

2. Have the student list other duties not covered on the information sheet, and compare these with those of other students in the same occupation.

D. INFORMATION SHEET 4--THE CASH REGISTER

1. Use the following assignment sheets to reinforce this area of information.

a. ASSIGNMENT SHEET 6--ARRANGING THE CASH DRAWER

(1) Have the student arrange play money in a cash register or mock-up.

(2) Have the student rearrange the cash drawer using the money denominations used at the work station.

b. ASSIGNMENT SHEET 7--IDENTIFYING THE PARTS OF A CASH REGISTER

(1) Have the student point out the parts of a cash register to the class.

(2) Have the student draw or cut out pictures of other types of cash registers and label the parts.

c. ASSIGNMENT SHEET 8--OPERATION OF THE CASH REGISTER

(1) Have the student explain the operation of the cash register in class.

(2) Secure a change maker and have the student explain its operation.

d. ASSIGNMENT SHEET 9--BALANCING THE CASH REGISTER

(1) Have the student bring a balance sheet from the training station.

(2) Have the student prepare a balance sheet for several different situations.

2. Acquaint the student with the loading procedures of the register tape.

3. Have the student prepare explanations of loading procedures for the cash register on the training station.

E. INFORMATION SHEET 5--RECEIVING CASH PAYMENTS AND GIVING CHANGE

1. Use the following assignment sheets to reinforce this area of information.

a. ASSIGNMENT SHEET 10--COUNTING CHANGE

(1) Have play money available for the student to use during this assignment.

(NOTE: This will help the student who has difficulty in visualizing different amounts.)

(2) Have the students make up problems to exchange in class for more practice.

b. ASSIGNMENT SHEET 11--ROLE-PLAYING CHANGE MAKING

(1) Have play money available for the student to use for making change.

(2) Have the class critique each situation.

c. ASSIGNMENT SHEET 12--HANDLING MONEY

1. Provide the student with more practice in handling money if necessary.

2. Have play money available for the student to use in practice.

F. INFORMATION SHEET 6--ACCEPTING CHECKS AND CREDIT CARD PAYMENTS

1. Use the following assignment sheets to reinforce this area of information.

a. ASSIGNMENT SHEET 13--HANDLING CREDIT CARDS

(1) Have various types of credit cards available for observation.

(2) Have the student process a charge slip if a credit card machine is available.

b. ASSIGNMENT SHEET 14--CHECKS AND TRAVELER'S CHECKS

(1) Have the student discuss errors found on sample checks.

(2) Have the student discuss any situations encountered at the work station.

c. ASSIGNMENT SHEET 15--THE TRAINING STATION'S POLICY ON CHECKS

2. Have the student list other rules concerning accepting and cashing checks.

3. Organize an information sheet for future use with the policies provided by the student.

G. INFORMATION SHEET 7--SALES TAX

1. Use ASSIGNMENT SHEET 16--ADDING SALES TAX to learn how to properly add tax to the bill.

2. Use ASSIGNMENT SHEET 17--ROLE-PLAYING THE USE OF SALES TAX to reinforce this area of information and gain experience in a work situation.

H. INFORMATION SHEET 8--GUARDING AGAINST THEFT

1. Use ASSIGNMENT SHEET 18--DEALING WITH COUNTERFEIT BILLS, SHORTCHANGE ARTIST, MONEY MANIPULATORS, AND ROBBERS to reinforce this area of information.

a. Have the student relate situations they have encountered or heard.

b. Have the student discuss how to handle these situations.

2. Have the student relate personal experiences to the class.

V. Test

A. The test is divided into eight parts.

1. Each part covers one information sheet.

2. Each part uses various methods of testing.

B. Various approaches may be used in testing.

1. Give each part of the test after the student has completed one information area or sheet.

2. Give the entire test upon completion of the study guide and assignments.

3. Give one or several of the parts of the test as an additional assignment or to reinforce problem areas of learning.

C. Add test parts corresponding to any information areas or sheets added to the study guide.

VI. References

A. Oklahoma Distributive Education--DE II Course of Study. Stillwater, Oklahoma: Oklahoma State Department of Education, 1974.

B. Edison, Judith E., and Kenneth E. Mills. Checker-Cashier. Dallas: Southwestern Publishing Company, 1976.

C. Money Safeguarding Procedures. Dayton, Ohio: National Cash Register, n.d.

CASHIER

ANSWERS TO ASSIGNMENT SHEETS

Assignment Sheet 1

Across	Down
2. Personal check	1. Detail tape
4. Void key	3. Shortchange artist
6. Transaction	5. Denomination
8. Counterfeit bill	7. Automatic
9. Alert	10. Efficiency
11. Accurate	12. Poise
15. Management	13. Reproduction
17. Change maker	14. Credit card
18. Detecting	16. Serial number
19. Legible	22. Asset
20. Tactful	25. Change bank
21. No Sale key	
23. Compute	

Assignment Sheet 2

A. 1. Because the cashier is the last person a customer sees and should give the customer a good lasting impression.

2. Answer should include five of the following:
   a. Be courteous
   b. Be honest
   c. Be tactful and thoughtful
   d. Be pleasant
   e. Be efficient
   f. Thank the customer
   g. Show pride in your work

3. Accuracy

4. Smile friendly and have a pleasant manner.

5. Be friendly and courteous when giving an explanation. If you have made a mistake, apologize.

6. Ask in a proper manner if they enjoyed the meal.

7. Answer should include five of the following:
   a. Cleanliness and neatness.
   b. Well manicured hands.
   c. Avoid flashy clothes, jewelry, and nail polish.
   d. Have a friendly smile and pleasant manner.
   e. Be alert.
   f. Use good posture.
   g. Show poise.

B. 1. Evaluated to the satisfaction of the instructor.
   2. Evaluated to the satisfaction of the instructor.

Assignment Sheet 3

A. 1. False. This is the cashier's duty.
   2. True
   3. False. Arrive in time to avoid being rushed at the start of the day.
   4. False. Count money in private.
   5. False. Put the money in the safe or other place that is set by the restaurant's policy.
   6. True
   7. True
   8. False. It could be if it is the restaurant's policy.

B. 1. Sells items at the display counter.
   2. Keeps the counter neatly arranged and stocked with items for sale.
   3. Answers phone calls.
   4. Handles complaints courteously.

Assignment Sheet 4

Evaluated to the satisfaction of the instructor.

Assignment Sheet 5

Evaluated to the satisfaction of the instructor.

Assignment Sheet 6

A.

50¢	$10	$5	$1
25¢	10¢	5¢	1¢

B.

	$20	$10	$5	$1
50¢	25¢	10¢	5¢	1¢

Assignment Sheet 7

A. Transaction indicators
B. Amount indicator
C. Detail or audit tape
D. Cash drawer
E. Activity counter or money slab
F. Special keys
G. Operating bar
H. Key release lever
I. Display area
J. Receipt

Assignment Sheet 8

A. 1. Management
2. Expensive and delicate
3. Numeral, lettered, special
4. Detail tape
5. Amount of purchase, change returned, and date
6. The cashier
7. One dollar
8. Cashier

B. 1. The cashier could push the wrong keys and give incorrect change.
2. Face-up
3. Face-up

Assignment Sheet 9

A. $137.53
B. $ 26.53
C. $111.00

D. $137.53

E. $137.53

F. $ 62.53

G. $ 62.53

H. $ 62.53

I. $137.53

Assignment Sheet 10

1. A one-dollar and a ten-dollar bill.
2. One nickel, one five-dollar bill and two ten-dollar bills.
3. One dime, one fifty-cent piece, and two one-dollar bills.
4. Four pennies, one nickel, one fifty-cent piece, two one-dollar bills, and one five-dollar bill.
5. One five-dollar bill.
6. Two dimes and two one-dollar bills.
7. Three pennies, one dime, one quarter, one fifty-cent piece, and one dollar bill.
8. Two one-dollar bills and one five-dollar bill.
9. Four pennies, one quarter, one fifty-cent piece, and a one-dollar bill.
10. Three pennies, one nickel, one quarter, and one five-dollar bill.

Assignment Sheet 11

1. Eighteen thirty-one. Two, three, four, thirty-five, forty, fifty, nineteen dollars and twenty. Thank you.
2. Twenty-five dollars and sixty cents out of fifty dollars. Sixty cents, seventy, seventy-five. Twenty-six dollars, twenty-seven, twenty-eight twenty-nine, thirty dollars, forty dollars, and ten is fifty dollars. Thank you.
3. Thirty-three dollars and sixteen cents out of forty dollars. Thirty-three, sixteen, seventeen, eighteen, nineteen, twenty, twenty-five, fifty, thirty-four dollars, thirty-five and five is forty dollars. Thank you.

Assignment Sheet 12

A. The change bank is the supply of change placed in the cash drawer in the morning for use during the day.
   1. Record <u>NO SALE</u> on the cash register to open the drawer.
   2. Count the coins, one denomination at a time, putting them in their proper compartment.
   3. List the total of each denomination on a slip of paper.

4. Then count the paper money and list it.
5. Total the figures to make sure the amount of change is correct.
6. Totals are listed on the Daily Balance slip.

B. Answer should include:
1. So profit will not be lost from too much change being given out.
2. So the store will not lose business from customers being short-changed.
3. So the cash register will balance at the end of the day.
4. So the shortage will not have to be made up by the cashier.

C. The money should be placed on the money slab on the register so the customer and the cashier can see the denomination on the bill until change has been made.

D. It is better to make change in the fewest number of coins possible to speed customer service and lessen the chance of error.

E. 1. Ask that all the change be handed back to you, and then begin counting all over again.

EXAMPLE: "I'm sorry! Please allow me to count the money back to you."

2. If you have not given enough change, register a "NO SALE" on the cash register and make the necessary correction in the amount of change.

Assignment Sheet 13

A. 1. a. Credit cards are more convenient than cash.
b. Credit cards can be used for most purchases.
c. Credit cards provide receipts for tax purposes.

2. a. Visa
b. American Express
c. Master Charge
d. Diner's Club
e. Carte Blanche

3. Student may list any credit cards.

B. Answer may be yes or no.

C. Explanation should include the following steps:
1. Write the necessary information on the charge slip.
2. Set the machine for the correct date.
3. Place the credit card face up in the machine.
4. Place the charge slip face up in the machine over the credit card.

5. Move the handle across the machine and back to the original position.
6. Remove the charge slip and credit card from the machine.
7. Have the customer sign the slip.
8. Return the credit card and a copy of the slip.

D. Evaluated to the satisfaction of the instructor.

Assignment Sheet 14

A. 1. Check does not have name, address, phone number printed on the check.
2. Number (written over) has not been initialed by the writer.
3. The word fifty has not been initialed by the writer.

B. 1. Dated July 4, 1977, instead of June 4, 1978.
2. The word amount is not the same as the figure amount.
3. It is not signed by the person whose name appears on the check.

C. 1. The figure is not initialed.
2. The mark-out is not initialed.
3. It should not be cashed if the date is 30 days old.

D. 1. Have the customer sign the check in the presence of the person cashing it.
2. Compare the customer's signature with the signature on the front of the check.
3. Have the customer sign the check again if it has already been endorsed.

Assignment Sheet 15

Evaluated to the satisfaction of the instructor.

Assignment Sheet 16

A. Subtotal 2.29
tax .11
Total $2.40

B. Subtotal 4.23
tax .21
Total $4.44

C. 1. .08
2. .03
3. .27
4. .40
5. .08

Assignment Sheet 17

Situation 1	subtotal	$3.75	Evaluated to the
	tax	.19	satisfaction of the
	total	$3.94	instructor.
Situation 2	subtotal	2.88	Evaluated to the
	tax	.14	satisfaction of the
	total	3.02	instructor.

Assignment Sheet 18

A. Four of the following:

1. Hairlines on the portraits blend into the background.
2. Points around the seal may not be clear.
3. Crisscross lines on the border may not be clear.
4. Serial numbers out of line, poorly spaced, printed too light or too dark.
5. Color of bill may be too light or too dark.
6. May appear to be too clean and feel stiff.

B.

$1 --	Washington	$10 --	Hamilton
$2 --	Jefferson	$20 --	Jackson
$5 --	Lincoln	$50 --	Grant

C.
1. Confusion
2. Distraction

D.
1. Ask the customer to wait and then finish the present transaction to avoid being confused and distracted.
2. Have the customer's money in your hand before giving change.
3. Always call out loud the denomination.
4. Close the drawer and contact the supervisor if total confusion occurs.

E.
1. Examine both sides of a bill.
2. Look for markings.
3. Casually or humorously let the customer know you know of the markings.
4. Do not put money in the cash drawer until the customer has indicated they received the correct change.
5. Place marked bills under the cash register tray.

F.
1. Do what the robber says without arguing.
2. Remember the robber's description.

CASHIER

ANSWERS TO TEST

Part 1

1.	d	10.	v	19.	e
2.	h	11.	y	20.	b
3.	u	12.	aa	21.	j
4.	o	13.	g	22.	q
5.	m	14.	l	23.	t
6.	z	15.	x	24.	i
7.	r	16.	s	25.	c
8.	f	17.	w	26.	n
9.	p	18.	k	27.	a

Part 2

1.	a.	True	e.	False	
	b.	False	f.	True	
	c.	True	g.	True	
	d.	False			
2.	a.	Neat	e.	Alert	
	b.	Hands	f.	Good	
	c.	Flashy	g.	Apologize	
	d.	Friendly			

Part 3

1. a.
   d.
   e.

2. a.
   c.
   d.
   f.
   h.

3. b.
   c.
   d.
   g.

4. a. no
   b. yes
   c. no
   d. yes
   e. no
   f. no
   g. yes

5. a. Answer promptly when the phone rings.
   b. Identify the restaurant and yourself.
   c. Handle calls politely.

6. b.
   d.

Part 4

1. a. Manager
   b. Expensive
   c. Numerical, lettered, special
   d. Audit tape
   e. Minus
   f. Date
   g. Automatic change maker
   h. Cashiers
   i. In the drawer

2. a.

	$10	$5	$1
50¢			
25¢	10¢	5¢	1¢

b.

	$20	$10	$5	$1
50¢	25¢	10¢	5¢	1¢

Part 5

1. a. 6
   b. 8
   c. 1
   d. 11
   e. 2
   f. 10
   g. 3
   h. 4
   i. 9
   j. 5
   k. 7

2. A. 3
   B. 2
   C. 4
   D. 2
   E. 3

Part 6

1. a. Answer should include two of the three:
   (1) More convenient than cash.
   (2) Can be used for most purchases.
   (3) Provides a receipt for tax purposes.

   b.

(1)	No	(5)	Yes
(2)	Yes	(6)	Yes
(3)	Yes	(7)	No
(4)	No	(8)	Yes

   c. 2
   3

   d.

(1)	6	(9)	7
(2)	12	(10)	10
(3)	9	(11)	15
(4)	5	(12)	11
(5)	8	(13)	13
(6)	1	(14)	4
(7)	3	(15)	14
(8)	2		

2. a.
   d.
   f.
   i

3. a.
   b.
   c.

Part 7

1.

a.	.06	f.	.05
b.	.23	g.	.05
c.	1.25	h.	.25
d.	1.89	i.	.40
e.	.64	j.	.53

2. a. Total the customer's bill.
   b. Find the amount of the bill on the chart.
   c. The amount of tax is listed on the right-hand side.
3. a. Percent
   b. Chart
   c. Total

Part 8

1. Explanation should include:
   a. Hairlines on portraits may blend into the background.
   b. Points around the colored seal may not be clear and sharp.
   c. Crisscross lines on the border are often not clear and distinct.
   d. Serial numbers may be out of line, poorly space, or printed too light or dark.
   e. The color of the bill may be too light or dark.
   f. Comparison of an unusual bill to another bill of the same denomination.
2. a. (1) Cheats the cashier by using confusion or distraction.
      (2) Interrupts the cashier while making change and asks for change in a different denomination.
      (3) Rushes the cashier and also may want to purchase something from the display counter.
   b. (1) Ask a customer to wait and then finish the transaction to avoid being confused and distracted.
      (2) Do not argue with the customers.
      (3) Have the customer's money in your hand before giving any change even if the customer asks for change several times.
      (4) Always call out loud the denomination of the bill the customer hands you.
      (5) Close the cash drawer and contact the supervisor if total confusion occurs.
3. Through the use of split bills or marked bills. Explanation should include:
   a. Examine both sides of a bill.
   b. Look for unusual markings.
   c. Casually or humorously let a person know when you find a marking on a bill.
   d. Do not place money in the cash drawer until the customer has indicated they received the correct change.
   e. Place any marked bill under the cash drawer tray.
4. a. True
   b. False
   c. True
   d. True

CASHIER

DOT NO. 211.462-010

Job Description

The cashier will receive cash from customers or employees in payment for goods or services and record amounts received:

1. Recomputes or computes bill, itemized lists, and tickets showing amount due, using adding machine or cash register.
2. Makes change, cashes checks, and issues receipts or tickets to customers.
3. Records amounts received and prepares reports of transactions.
4. Reads and records totals shown on cash register tape and verifies against cash on hand.
5. Required to know value and features of items for which money is received.
6. Gives cash refunds or issues credit memorandums to customers for returned merchandise.
7. Operates ticket-dispensing machine.
8. Sells candy, cigarettes, gum, and gift certificates.

Alternate Titles

Cash clerk
Cashier, general
Cashier, office
Ticket clerk

Undefined Related Titles

Cashier, parking lot
Dining-room cashier
Service-bar cashier
Store cashier
Cashier, credit
Cashier, payments received
Floor cashier
Change-booth cashier

CASHIER

OBJECTIVE

After completion of this study guide, the student will be able to use the correct cashier terminology in performing the procedures and responsibilities required of a cashier in a commercial restaurant. This knowledge will be evidenced through demonstration and by satisfactorily completing the test.

SPECIFIC OBJECTIVES

After completion of this study guide, the student will be able to:

1. Match the terms associated with the cashier to the correct definition.
2. Display the correct personality for job success.
3. Point out the duties and responsibilities performed by cashier.
4. Explain the operation of the cash register.
5. Select the proper sequence for receiving payments and making change.
6. Point out the correct rules to follow when accepting checks and credit card payments.
7. Find and add correct sales tax to the bill.
8. Explain the ways used to guard against theft.

CASHIER

INFORMATION SHEET 1--CASHIER TERMS AND DEFINITIONS

A. Tactful--Being thoughtful and courteous of others feelings in handling various situations.

B. Poise--Ability to handle situations easily and calmly.

C. Efficiency--Producing something without waste.

D. Mannerism--A characteristic or action of a person which is usually done unknowingly.

E. Alert--Being careful and watchful.

F. Management--People that control and give directions at a training station.

G. Asset--A help or advantage.

H. Accurate--Correct.

I. Legible--Neat and readable.

J. Compute--Figure a check or amount.

K. Transaction--A business deal in which satisfactory exchanges are made.

L. Automatic--The ability of a machine to operate or perform a certain function on its own.

M. Change maker--Makes change automatically when the proper keys are pushed.

N. Denomination--Value or size of a piece of money.

O. Personal check--Check given by the customer to pay for service.

P. Serial number--Numbers on bills which identify them.

Q. Change bank--Amount of money put in the cash register at the start of the day or shift.

R. Detail tape--A cash register record of transactions, number of customers, and date.

S. Void key--The part of a cash register which allows the cashier to erase the amount shown on a register when an error has been made.

T. No-sale Key--The part on the register used to open the cash drawer without adding or taking away from the amount in the cash drawer.

U. Credit card--A card allowing a customer to charge or delay payment on purchases made.

V. Reproduction--A copy of the original.

W. Manipulate--To handle by an artful or unfair method for self-benefit.

X. Counterfeit bill--Money made by an individual but not approved by the U.S. government.

Y. Detect--To discover or find out about something.

Z. Shortchange artist--A person who is an expert in cheating the cashier by confusion and distraction.

AA. Proving--To check for correctness of amounts of money.

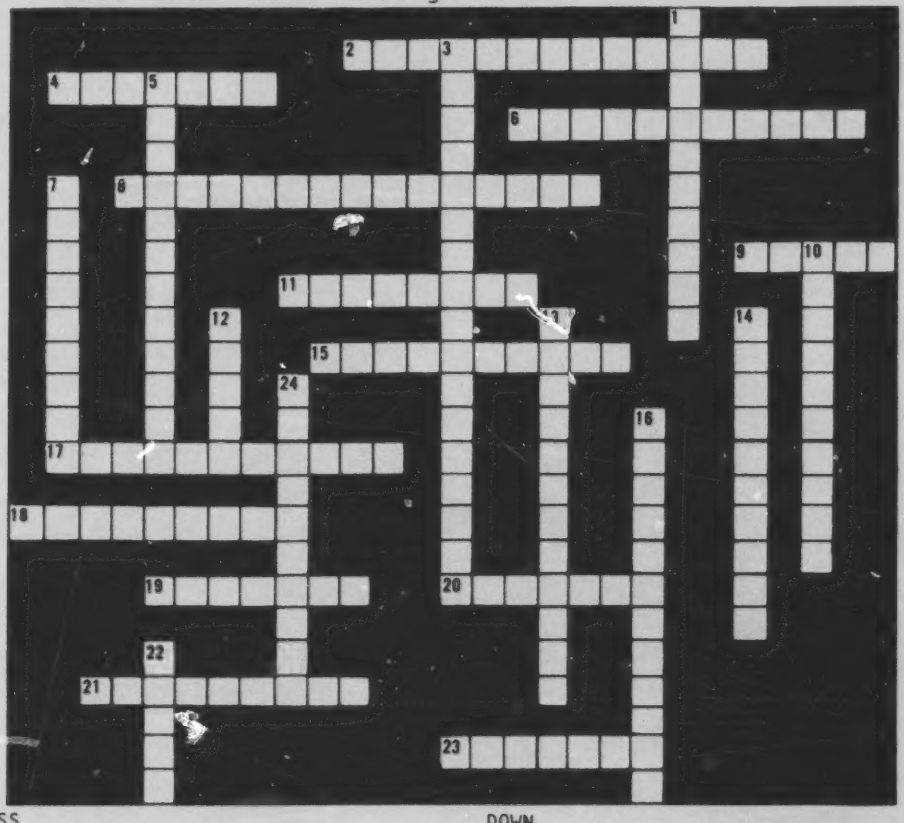
AB. Sales tax--A certain percent of the total bill.

AC. Traveler's check--A special form of check which must be signed when it is obtained at the bank and then again when the person uses it to pay for goods and services.

CASHIER

ASSIGNMENT SHEET 1--IDENTIFYING CASHIER TERMINOLOGY

Directions: Fill in the crossword puzzle with the correct terms for each definition given.



ACROSS

2. A check given by a customer to pay for service (2 words)
4. Key used on a register to change the amount shown on the register when an error has been made (2 words)
6. A business deal in which satisfactory exchanges are made
8. Money made by an individual but not approved by the U.S. Government (2 words)
9. Being careful and watchful
11. Correct
15. People who control and give directions at a training station
17. Makes change automatically when the correct keys are pushed (2 words)
18. To discover or find out about something
19. Neat and readable
20. Being thoughtful and courteous of others' feelings
21. The key on a cash register used to open the cash drawer without adding or taking away from the amount in the cash drawer (3 words)
23. Figure a check or amount

DOWN

1. A record of transaction, number of customers served, and date (2 words)
3. Person who is an expert in cheating a cashier by confusion and distraction (3 words)
5. Value or size of a piece of money
7. A machine that is self-operating
10. Productivity without waste
12. Ability to handle situations easily and calmly
13. A copy of the original
14. A card allowing a customer to charge or delay payment on purchases made (2 words)
16. Numbers on bills for identification (2 words)
22. A help or advantage
24. Amount of money placed in the cash register at the start of the day

CASHIER

INFORMATION SHEET 2--PERSONALITY FOR JOB SUCCESS

I. Ways of displaying proper work attitudes.

(NOTE: Since the cashier is the last person the customer sees before leaving the restaurant, it will be most beneficial to the restaurant if the cashier leaves a good lasting impression by being pleasant and efficient.)

A. Be courteous and considerate in order to get along successfully with customers.

B. Show honesty in dealing with the customer and employers.

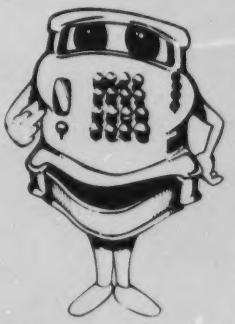
C. Learn to be tactful and thoughtful when speaking to customers.

D. Be pleasant at all times, even when the customer is unpleasant.

E. Learn to mix speed and accuracy.

F. Thank the customer and ask in a pleasant manner if they were satisfied with the meal.

G. Show pride in your work.



II. Making your appearance fit your job.

(NOTE: Your appearance is equally as important as your attitude in leaving a good impression with the customer.)

A. Be clean and neat.

B. Manicure your nails.

C. Avoid flashy clothing, jewelry, or nail polish.

D. Have a friendly smile and a pleasant manner to help make the customer feel welcome.

E. Be alert.

F. Use good posture.

G. Show poise.

1. If a customer questions the amount of change given, be friendly and courteous while explaining.

2. If you've made a mistake, apologize!

CASHIER

ASSIGNMENT SHEET 2--IDENTIFYING GOOD JOB ATTITUDES

Directions: Write a short answer to each of the questions in the space provided.

A. 1. Why should the cashier pay careful attention to attitude?

2. List five ways by which a cashier can show a good attitude on the job.

3. To become efficient, a cashier will need both speed and _____.

4. What should a cashier do that will help customers feel relaxed and comfortable?

5. What should a cashier do if a customer questions the amount of the check or change given?

6. As a cashier, one should tell the customer "Thank You" and _____.

7. List five ways to maintain good grooming and appearance standards.

B. 1. What instructions has your employer given you about your appearance?

2. Has your employer mentioned attitude? If so, what suggestions have been made?

CASHIER

INFORMATION SHEET 3--DUTIES AND RESPONSIBILITIES

I. Cashier Duties

A. Sells items such as candy, gum, and cigarettes.

B. Keeps the counter neatly arranged and stocked with items for sale.

C. Answers phone calls.

D. Handles complaints courteously.

E. Performs any other duties as set by the restaurant's policy.

II. Opening duties

A. Obtain change for the cash register.

(NOTE: Get enough bills to complete your shift.)

B. Count the money to be used for change and make sure the amount is correct before accepting it.

C. Separate the bills and coins into the proper places.

D. Fill the automatic change maker if one is used.

E. Allow enough time for setting up the cash register so there will not be any delays for the customers and the cashier can look relaxed.

F. Study the menu for any price changes.

III. Dealing with customers

A. Answering and handling phone calls.

1. Answer promptly when the phone rings.

2. Identify the restaurant and yourself.

3. Be pleasant during the conversation.

4. Handle the call correctly.

a. Try to locate the person called.

EXAMPLE: "If you will wait a moment, I will try to locate Mrs. Jones for you."

b. Ask a caller to wait.

EXAMPLE: "The manager is talking with a customer. May I help you, or would you like for him to call you back?"

c. Offer assistance when possible.

EXAMPLE: "Mrs. Martin, the manager, is sick today. May I help you?" or "Mrs. Martin should be back at 4 o'clock. Would you like to talk to the assistant manager, Mr. Lopez?"

d. Take a message when the call is for someone not able to come to the phone.

EXAMPLE: "Mrs. Smith is not here right now. May I take a message?"

(1) Have a pencil, pad, and calendar at hand.

(2) Make notes on information as given.

(3) Write neatly.

(4) Ask politely to have information repeated if you could not understand.

(5) Repeat the recorded information to be sure it is correct.

EXAMPLES: Spelling, telephone numbers, dates, and figures.

e. Ask a person to hold if you are busy with a customer.

EXAMPLE: "Harvey's Restaurant. Will you hold, please?"

(1) Depress the "Hold Button" to put a person on hold.

(2) Get the person's attention when you return to the phone.

EXAMPLE: "I'm sorry for making you wait; May I help you?"

(3) Offer the caller a choice of waiting or being called back, if you are going to be busy for several minutes.

f. Transfer a call to the proper person when necessary.

EXAMPLE: "I'm sorry, Mr. Jordan in our office makes all reservations. May I transfer your call?"

B. Handling complaints.

1. Listen to the customer.

2. Apologize for any inconvenience.

3. Do not argue.

4. Thank the customer for bringing the matter to your attention.

5. Call the manager when you think you cannot handle the situation.

IV. Closing duties.

A. Balance the register by counting the cash and the sales checks.

B. For safety, don't count the money within public view.

C. Never leave money unguarded.

D. Separate money be denominations.

E. Count and record the amounts on the balance sheet.

F. Subtract the amount of money you began with from the amount in the cash register.

(NOTE: The difference should equal the total of the sales receipts.)

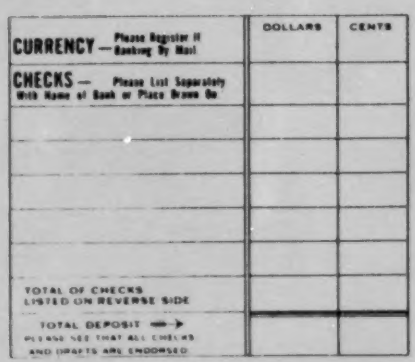
G. Prepare any reports required by the management.

H. Prepare a deposit slip.

(NOTE: See illustration.)

I. Place the money in the safe or give it to the manager.

(NOTE: Follow the policy of the restaurant.)



CURRENCY — Please Register If Banking By Mail	DOLLARS	CENTS
CHECKS — Please List Separately With Name of Bank or Place Drawn On		
TOTAL OF CHECKS LISTED ON REVERSE SIDE		
TOTAL DEPOSIT → PLEASE SEE THAT ALL CHECKS AND DRAFTS ARE ENDORSED		

CASHIER

ASSIGNMENT SHEET 3--OPENING AND CLOSING DUTIES

A. Write TRUE or FALSE in each blank by the following statements. If the statement is false, explain why.

____1. It is the manager's job to obtain the change bank for the cash register at the beginning of each shift.

____2. The cashier must count the money to be used for change and make sure it is correct.

____3. The cashier should arrive in time to set up the cash register in order to leave work early.

____4. Count the money (shift or day's receipts) in public view to impress people.

____5. When closing out a cash register, separate money according to denominations, then count and put it under the counter for the next shift.

____6. By subtracting the amount in the money bank from the total amount in the cash register, the amount of sales will be know.

____7. It is the duty of the cashier to fill the automatic change maker, if one is used.

____8. It is not the duty of the cashier to prepare any reports.

B. List the duties of the cashier other than regular opening and closing duties. Include any duties that are not listed on the Information Sheet that you do at your work station.

CASHIER

ASSIGNMENT SHEET 4--USING THE TELEPHONE CORRECTLY

Directions: Select one of the following situations to role-play on a mock telephone before the class. Demonstrate correct usage of the telephone in handling the situation. Have the class fill out the check sheet on the next page.

A. The manager is talking on another phone when you receive a phone call requesting to speak to the manager. Take necessary action.

B. The manager is out of town and will be gone for several days. Take necessary action.

C. The manager is gone for the day. Take necessary action.

D. Caller requests information on reservations. Take necessary action.

E. Caller requests information that only the manager would have and the manager is in an office with an extension. Take necessary action.

F. Caller requests directions on how to get to the restaurant. Take necessary action.

G. Caller requests to speak to a customer in the restaurant. Customer cannot be located. Take necessary action.

H. The telephone rings while you are busy with a customer. Take necessary action.

TELEPHONE USAGE CHECK SHEET

Directions: While observing each role-playing situation, mark yes or no for each of the following statements. Mark a line through any yes or no blocks that do not apply to a situation.

Situations / Response	1		2		3		4		5		6		7		8	
	yes	no	yes	no	yes	no	yes	no	yes	no	yes	no	yes	no	yes	no
1. Answered phone promptly																
2. Identified restaurant																
3. Gave caller a choice of waiting or being called back																
4. Offered assistance or referred call to another person who could assist																
5. Explained situation to caller																
6. Stated when manager might be reached																
7. Had necessary pad and pencil at hand																
8. Offered to take a message																
9. Made notes as information was given																
10. Wrote legibly																
11. Politely asked caller to repeat information not clearly understood																
12. Verified accuracy of spelling, phone numbers, dates, or figures																
13. Depressed Hold Button during an interruption																
14. Politely attracted attention when resuming a call																
15. Expressed regret for interruption																
16. Used a pleasant voice																
17. Was courteous																
18. Tactfully closed conversation and quietly hung up receiver																

40

41

CASHIER

ASSIGNMENT SHEET 5--HANDLING COMPLAINTS

Directions: Explain in writing or role-play how you would handle each of the following situations.

A. A customer complains about the service received at the table.

B. After receiving the change, the customer complains about the change being incorrect. The cashier sees the error made.

C. A customer calls in a complaint about becoming sick from food that was eaten at the restaurant.

CASHIER

INFORMATION SHEET 4--THE CASH REGISTER

I. Types of cash registers

A. Conventional registers have a printed ledger sheet for accounting and a customer receipt.

B. Electronic registers have made accounting more accurate and easier.

II. Operation of the cash register

A. Detailed instructions on how to operate the training station's cash register are given by the management.

B. The cash register is an expensive and delicate machine, so handle it carefully.

EXAMPLE: The cost of a National Cash Register is around $4,500.

C. Most cash registers have several types of keys.

1. Numerical keys for registering the amount.

2. Lettered keys, which often record the person operating the register and the kind of purchase.

3. Special keys for registering cash received, cash paid out, no sales, and voids.

D. Each sale is printed on a roll of paper called the detail or audit tape.

E. The detail tape permits an accurate reading of the amount at the end of the day minus the amount of the reading at the beginning of the day or shift.

F. Some cash registers will print a receipt for the customer, with the amount of the purchase, change returned, and date included.

G. The cash register has a cash drawer for money and may also be connected to an automatic change maker.

1. An amount of change up to $1 can be made.

2. Keys are pressed to release the exact amount of change.

3. The change travels to a metal cup for the customer to remove.

4. The cashier must keep the change maker filled.

H. Cashiers usually have to account for sales and voids.

I. When reading or proving at the end of the day, the total sales must equal the cash in the drawer minus the amount of cash begun with, cash paid out, and all charges made.

III. Arranging the Cash Drawer

A. A cash drawer has two rows with sections for various denominations.

B. Personal checks are kept in the back row on the left hand side or under the cash drawer.

C. Cash drawers have divisions on the back row for bills.

D. All bills should be placed face up and facing the same direction.

E. In the front of the drawer are divisions for coins such as pennies, nickels, dimes, quarters, and half-dollars.

F. No special division is usually made for silver dollars.

EXAMPLES:

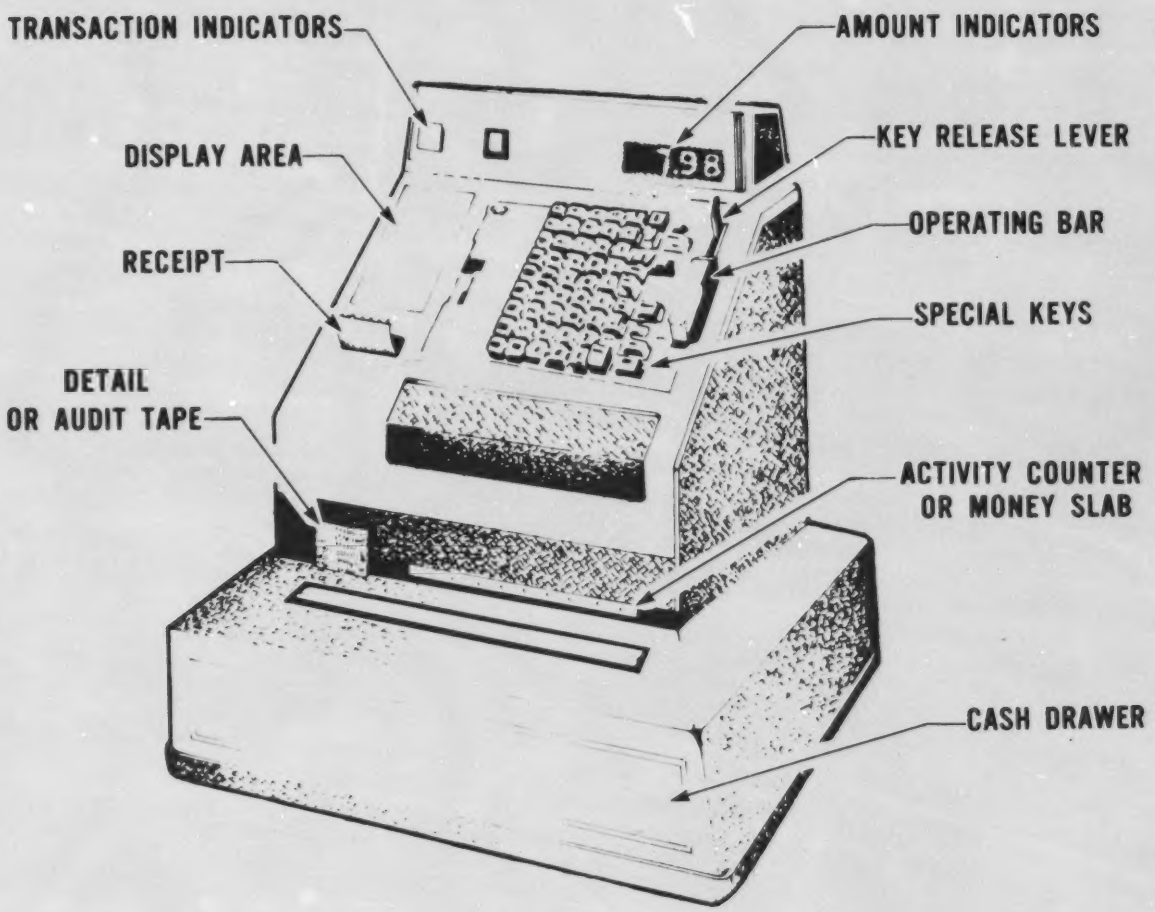
1.

	$10	$5	$1
50¢			
25¢	10¢	5¢	1¢

2.

	$20	$10	$5	$1
50¢	25¢	10¢	5¢	1¢

IV. Parts of a cash register

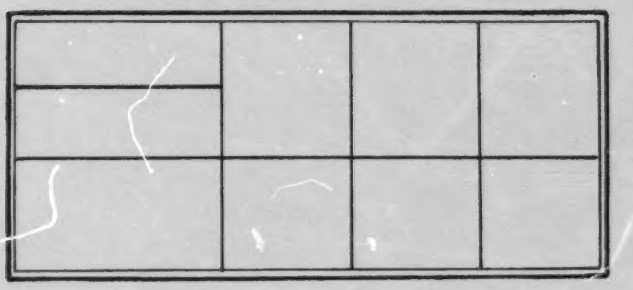


CASHIER

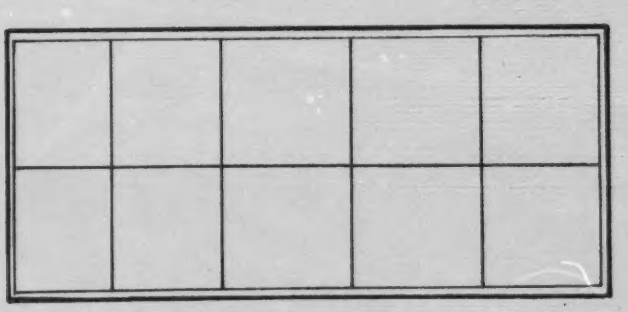
ASSIGNMENT SHEET 6--ARRANGING THE CASH DRAWER

Directions: On the diagrams of cash drawers pictured below, label each separate space according to the denomination of the bills or coins kept in each. Also, indicate where personal checks and larger bills are kept.

A.



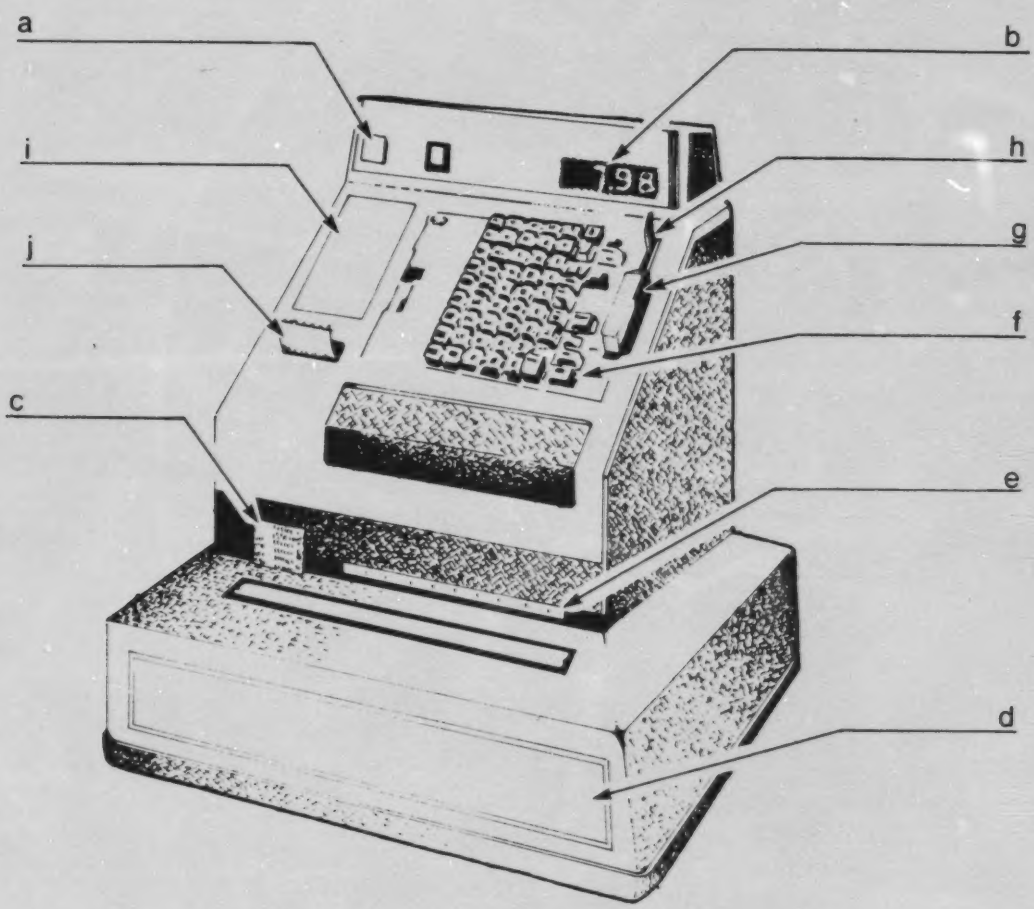
B.



CASHIER

ASSIGNMENT SHEET 7--IDENTIFYING THE PARTS OF A CASH REGISTER

Directions: Label the parts of the cash register shown below by writing the name of each by the correct letter.



a. f.

b. g.

c. h.

d. i.

e. j.

CASHIER

ASSIGNMENT SHEET 8--OPERATION OF THE CASH REGISTER

Directions: Fill in the blanks with the correct word or words.

A. 1. An employee can usually get detailed instructions from the _____ on how to operate the cash register.

2. The cash register is an _____ and _____ machine and should be handled with care.

3. Most registers have _____ keys, _____ keys, and _____ keys to complete a purchase.

4. The _____ permits an accurate reading at the end of the day or shift, minus the reading at the beginning of the day or shift.

5. Some registers will print a receipt with _____, _____, and _____.

6. Voids (over-ring, under-ring) and sales usually have to be accounted for by _____.

7. The automatic change maker will deliver amounts of change up to _____.

8. It is the job of the _____ to keep the automatic change maker filled.

B. 1. What problem could arise if a cashier is not alert when using the automatic change maker?

2. How should bills be returned to the customer?

3. How should bills be placed in a cash register?

CASHIER

ASSIGNMENT SHEET 9--BALANCING THE CASH REGISTER

Directions: After reading the instructions and looking over the example balance sheet below, complete the balance sheet on the following page.

The cash register has $130.00 in it, and there should be $55.00 worth of totaled customer tickets. Count all the cash on hand and record the amount. Total all the tickets or read the sales tape on the cash register and then subtract the amount of sales from the cash on hand. Compare this difference of the two amounts with the amount of cash that was in the register before any sales were received. If the two amounts are the same, the register balances.

EXAMPLE:

Balance Sheet

Original change bank = $ 75.00
Total cash on hand after sales = $130.00

Coins

Half-dollars	$15.50	Ones	$28.00		
Quarters	19.00	Fives	25.00		
Dimes	8.30	Tens	10.00		
Nickels	3.50	Twenties	20.00		
Pennies	.70				
	$47.00		$83.00	=	$130.00

Total cash on hand	$130.00
Change bank	- 75.00
	$ 55.00

Total customer sales = $ 55.00

Double Check

Change bank	$ 75.00
Total customer sales	+ 55.00
	$130.00

Balance Sheet

Original change bank		$75.00	
Total cash on hand after sales		_____ (A)	
Coins		**Bills**	
Half-dollars	$12.50	Ones	$21.00
Quarters	7.25	Fives	10.00
Dimes	3.60	Tens	20.00
Nickels	2.95	Twenties	60.00
Pennies	.23		
	$_____ (B)	+	$_____ (C)
		=	_____ (D)
Total cash on hand		$_____ (E)	
Change bank		$75.00	
Total (cash sales)		$_____ (F)	
Total customer sales		$_____ (G)	

Double Check

Change bank	75.00	
Total customer sales	+ $_____ (H)	
	$_____ (I)	

CASHIER

INFORMATION SHEET 5--RECEIVING CASH PAYMENTS AND GIVING CHANGE

I. The Change Bank

A. Each morning a supply of change for use during the day must be placed in the cash drawer. This supply of money is called a "change bank."

(NOTE: Usually the manager will give you the change bank for the day.)

B. Putting a change bank in the register requires the following steps:

1. Record a "No Sale" on the cash register to open the drawer.
2. Count the coins, one denomination at a time, putting them in their proper compartment.
3. List the total of each denomination on a slip of paper.
4. Then count the paper money (currency) and list it.
5. Total the figures to make sure the amount of change is correct.
6. The totals are listed on the Daily Balance slip.

C. At the close of the day, a similar procedure is followed in accounting cash sales for the day.

II. Making Change

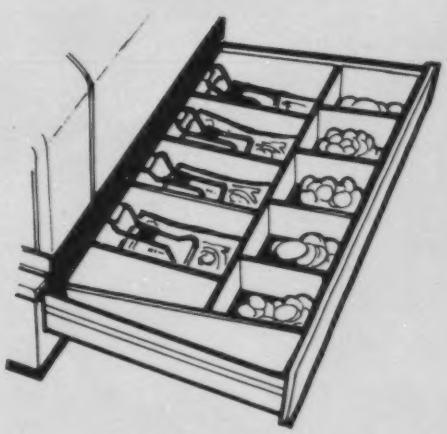
A. Give the customer an appropriate greeting.

B. Look over the restaurant check for errors.

C. Look at the customer and state the amount of the purchase. State the amount received from the customer and the amount of the purchase.

1. Keep customer's money in plain view.
2. Call back both the total and the amount received.

EXAMPLE: "That will be fifteen dollars and forty-eight cents out of twenty dollars."



D. Place the restaurant check to one side of the cash drawer.

E. Record the amount of the check on the cash register.

F. Place the customer's money on the money slab above the cash drawer.

(NOTE: This will allow the customer and the cashier to see the denomination on the bill until change is made.)

G. Count change carefully.

1. Make change with the fewest pieces of money possible. This will help speed service to customers and lessen chances for error by using fewer coins.

EXAMPLE: Use a dime instead of 2 nickels, a quarter instead of 2 dimes and a nickel, and a half-dollar instead of 2 quarters.

2. Count change back to the customer aloud, beginning with the amount of the bill.

EXAMPLE: That will be two thirty-five out of five. Two thirty-five, two forty, two fifty, two seventy-five, three dollars, four dollars, and five. Thank you.

3. If the cash register is one that automatically figures the change, count up to the amount showing.

EXAMPLE: "Your change is one dollar and twenty-two cents. One dollar, one dollar and ten cents twenty, twenty-one, twenty-two."

4. In counting money, be sure to mention each dollar denomination. This will prevent skipping a dollar.

EXAMPLE: Incorrectly done: "That was $3.78 out of $5--78, 79, 80, 90, 3, 4, 5."
Correctly done: "That was $3.78 out of $5--three 78, three 79, three 80, three 90, four dollars, five dollars."

5. A customer, whose total is a few cents over an even amount, may give you the odd pennies in addition to the money for which you must make change.

EXAMPLE: The customer buys an item costing $1.26 and gives you two $1 bills and one penny in payment. Cancel out the odd penny when counting the change from the cash drawer: "$.25 out of $2.01--$1.26 and 25 is $1.51 and 50 is $2.01--$1.25 and 25 is $1.50 and 50 is $2."

Then when counting back to the customer, follow the usual rule, starting with the amount the customer gave you: $1.26 out of $2.01--$1.26 and 25 is $1.51 and 50 is $2.01."

6. Use the automatic change maker, if available

   a. Press the keys for the correct change.

   b. Repeat the amount to the customer.

   c. Check the coin cup for the correct change by glancing into the cup.

      (NOTE: It is easy to press incorrect keys, so always double check the cup.)

   d. Count out the bills from the smallest to the largest.

H. Thank the customer.

I. Place the money the customer gave you in the proper compartment in the cash drawer.

J. Close the cash register drawer.

   (CAUTION: Don't get your fingers caught in the drawer when closing it.)

K. File the customer's bill.

III. In case you give out incorrect change:

A. If the customer questions the amount of change, be courteous.

B. Ask that all of the change be handed back to you and then begin counting all over again.

   EXAMPLE: "I'm sorry! Please allow me to count the money back to you."

C. If you discover that the amount of change is wrong and you are sure that you have made an error register a "NO SALE" on the cash register and make the necessary correction in the amount of change.

D. If you are <u>not</u> sure who is right, have the cash drawer checked by an authorized person. If possible, this should be done in the customer's presence.

E. Never argue with the customer.

F. If the customer wants to argue, let someone in authority handle the situation.

IV. Safeguards in handling money.

A. Do not run out of change.

(NOTE: When you need change, buy it from the manager with larger bills from the register.)

B. If you must leave your station, lock the register.

C. Never make change from your own pocket.

D. If you should over-ring or under-ring on the cash register, correct the error by re-ringing the customer's bill correctly and then "void" the incorrect cash register receipt.

E. You are responsible for the money you handle so handle it correctly and carefully at all times.

CASHIER

ASSIGNMENT SHEET 10--COUNTING CHANGE

Directions: Use the fewest number of coins and bills to record correct amount of change for each sale listed.

EXAMPLE:

Sales No.	Amount of Sale	Amount Received	Coins					Bills		
			1¢	5¢	10¢	25¢	50¢	$1	$5	$10
A	$ 1.98	$ 5.00	2					3		

Sales	Amount of Sale	Amount Received	Coins					Bills		
			1¢	5¢	10¢	25¢	50¢	$1	$5	$10
1	$ 9.15	$20.15								
2	24.95	50.00								
3	12.40	15.00								
4	32.41	40.00								
5	15.25	20.25								
6	27.80	30.00								
7	8.12	10.00								
8	13.00	20.00								
9	18.21	20.00								
10	14.67	20.00								

CASHIER

ASSIGNMENT SHEET 11--ROLE-PLAYING CHANGE MAKING

Directions: Use play money or monopoly money to act out each of the situations given below. Role-play any other situations with which you have had problems. Ask for class help in solutions.

Situation 1

The student is to take the customer's check totaling $18.31. The customer gives the cashier a $20 bill. The cashier returns the correct change by following the proper procedures listed on Information Sheet 2.

Situation 2

The student is to take the customer's check totaling $25.60. The customer gives the cashier a $50 bill. The cashier returns the correct change by following the proper procedures under service duties.

Situation 3

The student is to take the customer's check totaling $32.90. The customer also requests the purchase of 2 candy mints at 5¢ each and a package of gum at 16¢. The customer gives the cashier $40. The cashier returns the correct change by following the proper procedures under service duties.

CASHIER

ASSIGNMENT SHEET 12--HANDLING MONEY

Directions: Answer the following questions in the space provided.

A. Explain what a "change bank" is, and list the steps for placing a "change bank" in your cash register.

B. Why is it important to count change carefully.

C. Explain why it is important to place the customer's money on the money slab above the cash drawer.

D. Why is it better to always make change with the fewest pieces of money possible?

E. What steps do you follow in case you give out the incorrect change?

CASHIER

INFORMATION SHEET 6--ACCEPTING CHECKS AND CREDIT CARD PAYMENTS

I. Handling credit cards

A. Reasons for using credit cards

1. More convenient than cash.

2. Can be used for most purchases.

3. Provides receipts for tax purposes.

B. Commonly used credit cards

1. VISA

2. American Express

3. Master Charge

4. Diner's Club

5. Carte Blanche

C. Accepting credit cards

1. Not all places of business honor all credit cards.

2. Usually, acceptable credit cards are displayed on the door of the restaurant or at the cash register.

3. Find out from the manager which credit cards are acceptable.

D. Processing a charge slip

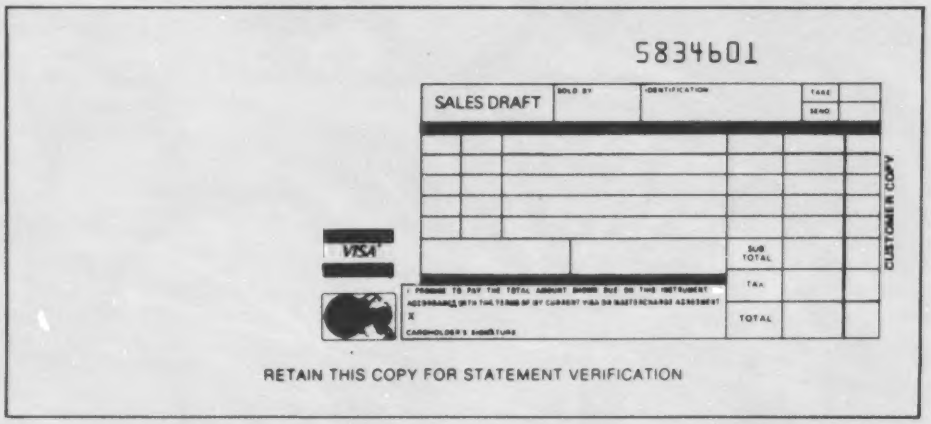
1. Ask the customer if a credit card will be used to pay the bill.

2. Determine if the credit card is one accepted by the restaurant.

3. Obtain the card from the customer.

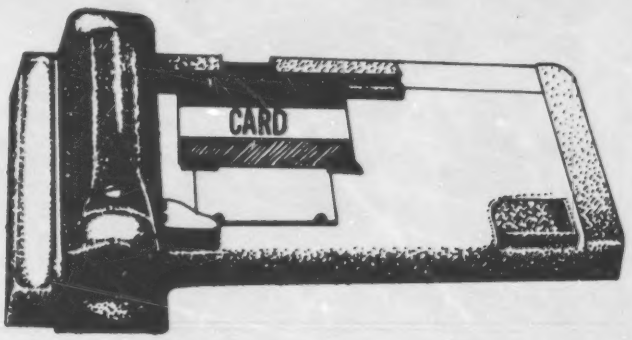
4. Check the expiration date on the credit card. If the card has expired, tell the customer that you are sorry, but you cannot accept the card with an expired date.

5. Write the date of sale or set the machine so that it will print the correct date on the charge slip.

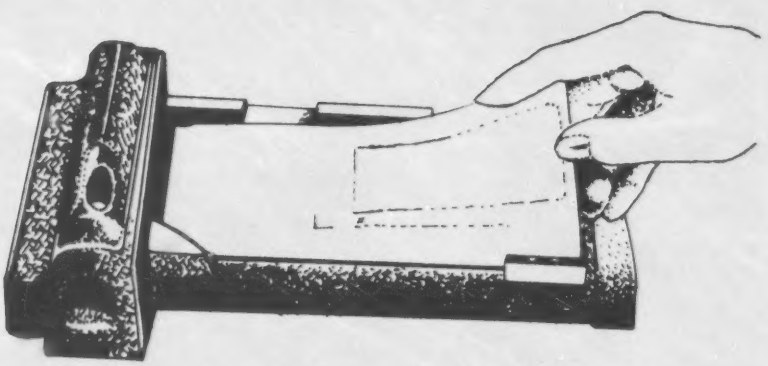


6. Neatly write a description of the sale and the amount charged, including the sales tax and total, in the correct place on the form.

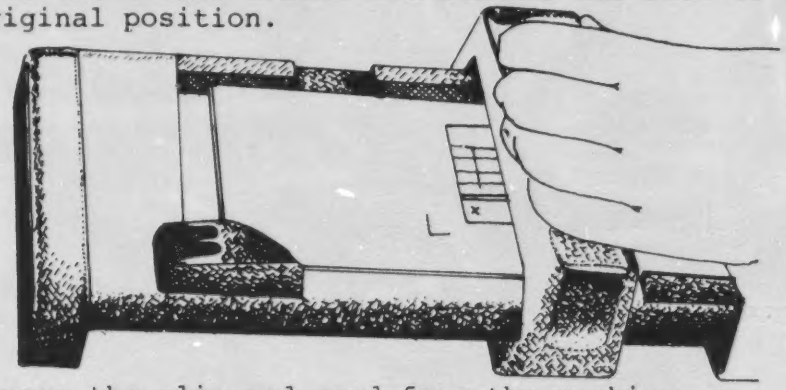
7. Place the customer's credit card face up in the machine.



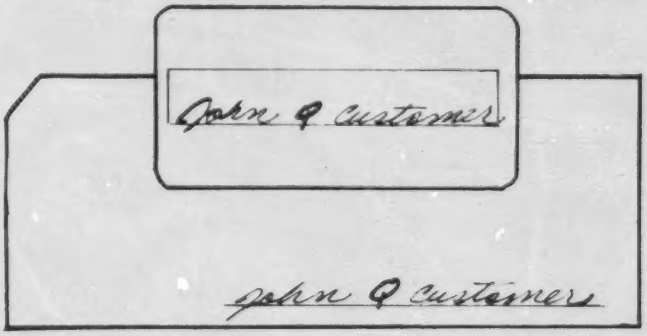
8. Place the charge slip face up in the machine over the credit card.



9. Move the handle across the machine and back to the original position.



10. Remove the slip and card from the machine.
11. Have the customer sign the slip.
12. Compare the signature against the credit card signature.



13. Return the credit card to the customer.
14. Give the customer the customer's copy of the charge slip.
15. Place the original and other copies in the cash drawer or any special file.
16. Thank the customer when the transaction is completed.

II. Cashing Checks

A. Be familiar with company policy.

B. Checks should be written in ink.

(NOTE: Do not accept checks written in pencil.)

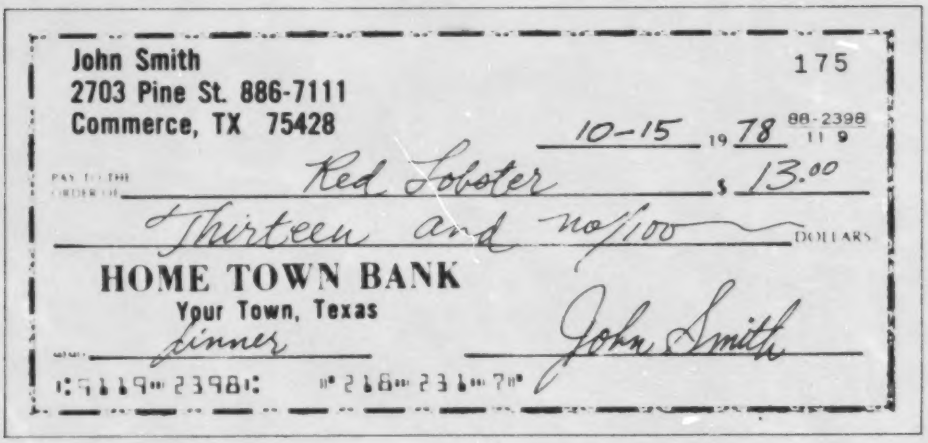
C. Checks should be properly dated.

D. Address and phone number of the person should appear on the check.

E. The amount of the check should be clearly written in numbers and words.

F. Have the customer initial any corrections that are made on the check.

EXAMPLE:



G. Follow the restaurant rules for getting checks approved.

1. Limits on the amount.

2. Out-of-town.

3. Two-party.

4. Company payroll.

H. Ask for proper identification courteously.

(NOTE: Some restaurants require more than one form of identification.)

I. Do not accept checks marked <u>For deposit only</u>.

J. Do not accept a check without the account numbers on it or with altered account numbers.

K. Do not accept checks with the company name typed rather than printed on the front.

III. Traveler's checks

A. Have the customer sign the check in your presence.

B. Have the customer sign the check again if it has been signed without your seeing it.

C. Compare the customer's signature with the signature made at the time the check was purchased at the bank.

CASHIER

ASSIGNMENT SHEET 13--HANDLING CREDIT CARDS

A. 1. Why do some customers prefer to use credit cards?

2. What are some commonly used credit cards?

3. Which credit cards are honored at the restaurant where you work?

B. Do you prepare a charge slip at work according to the procedure listed on the information sheet? _____

C. Explain how to use the credit card stamping machine.

D. A customer wants to charge his $4.50 dinner (.23 sales tax). Prepare the sales slip below. Handwriting should be neat and legible.

5834601

SALES DRAFT | SOLD BY S.H. | IDENTIFICATION | TABLE | NO.

1		meal		4	50
	2/8/70		SUB TOTAL		
			TAX		23
			TOTAL	4	73

VISA

I PROMISE TO PAY THE TOTAL AMOUNT SHOWN DUE ON THIS INSTRUMENT IN ACCORDANCE WITH THE TERMS OF MY CURRENT VISA OR MASTERCHARGE AGREEMENT

X Bill Joe Bob
CARDHOLDER'S SIGNATURE

CUSTOMER COPY

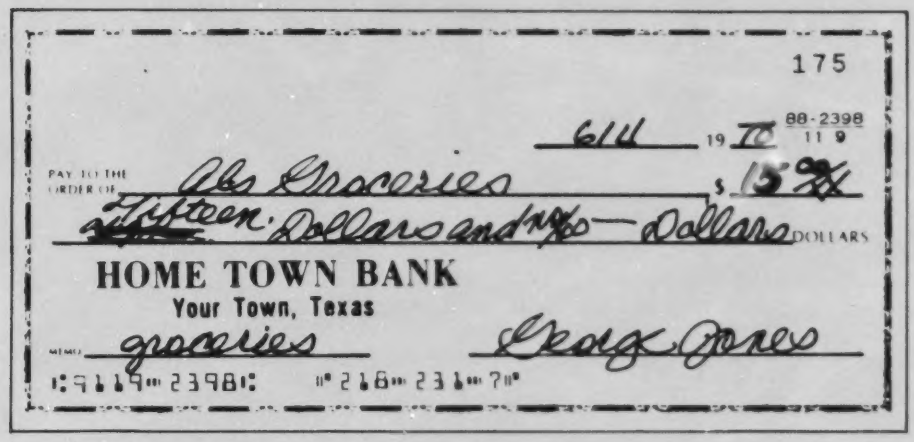
RETAIN THIS COPY FOR STATEMENT VERIFICATION

CASHIER

ASSIGNMENT SHEET 14--CHECKS AND TRAVELER'S CHECKS

Directions: Look over each of the following checks. List the errors you would find if you had been given the checks on June 4, 1978.

A.



175

6/4 19 78 88-2398 / 11 9

PAY TO THE ORDER OF Abs Groceries $ 15 22/100

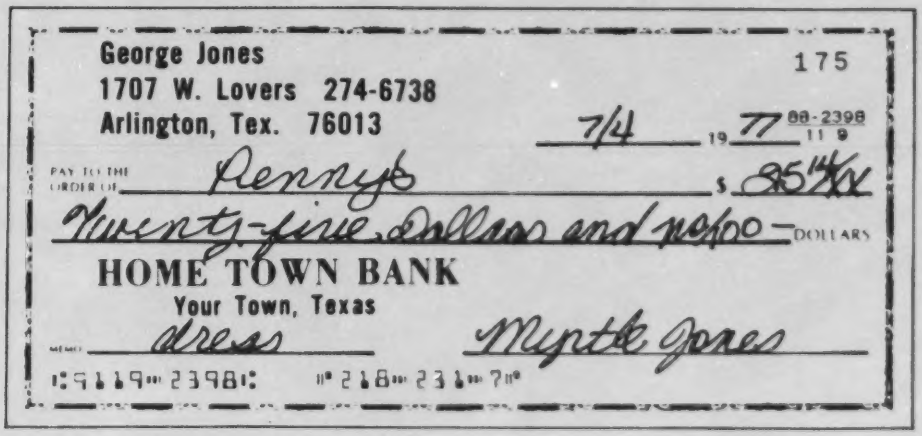
Fifteen Dollars and 22/100 DOLLARS

HOME TOWN BANK
Your Town, Texas

MEMO groceries George Jones

⑆9119⑆2398⑆ ⑈218⑈231⑈7⑈

B.



George Jones
1707 W. Lovers 274-6738
Arlington, Tex. 76013

175

7/4 19 77 88-2398 / 11 9

PAY TO THE ORDER OF Pennys $ 85 14/100

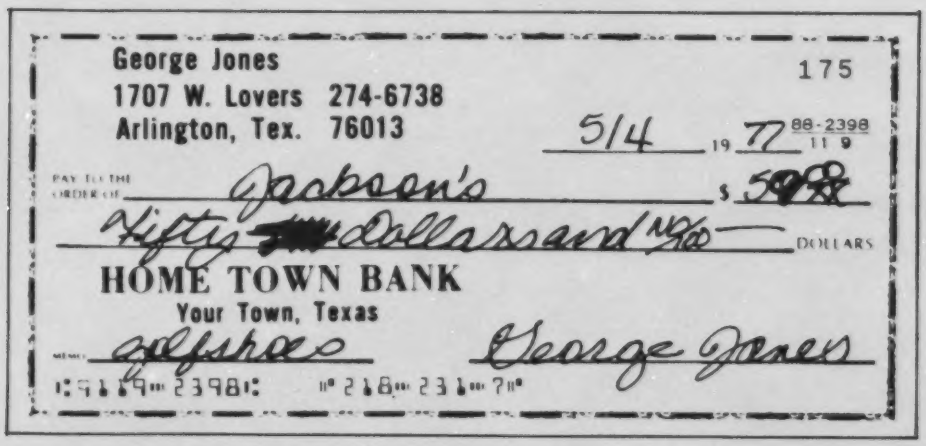
Twenty-five Dollars and no/100 DOLLARS

HOME TOWN BANK
Your Town, Texas

MEMO dress Myrtle Jones

⑆9119⑆2398⑆ ⑈218⑈231⑈7⑈

C.


George Jones
1707 W. Lovers 274-6738
Arlington, Tex. 76013

175

5/4 19 77 88-2398 11 9

PAY TO THE ORDER OF Jackson's $ 50[illegible]

Fifty [illegible] dollars and no/100 DOLLARS

HOME TOWN BANK
Your Town, Texas

MEMO golfshoes George Jones

⑆9119⑆2398⑆ ⑈218⑆231⑆7⑈

D. Traveler's Checks--List three steps a cashier should take when accepting a traveler's check.

1.

2.

3.

ASSIGNMENT SHEET 15--THE TRAINING STATION'S POLICY ON CHECKS

Directions: Ask the manager about the restaurant's policy concerning the following:

A. Cashing checks without a purchase being made.

B. Cashing checks for money over the amount of purchase.

C. Identification required for cashing a check.

D. Store rules concerning limits on the amount a check may be written for and restaurant policies on out-of-town, government, and payroll checks.

E. Other policies:

CASHIER

INFORMATION SHEET 7--SALES TAX

I. Sales tax is added to the total bill in most food service operations.

A. Sales tax is a certain percent of the total bill.

B. A printed sales tax chart is used to show the amount of tax to collect.

Amount of Sale	Tax	Amount of Sale	Tax	Amount of Sale	Tax
.10 thru .29	.01	12.70 " 12.89	.64	25.30 " 25.49	1.27
.30 " .49	.02	12.90 " 13.09	.65	25.50 " 25.69	1.28
.50 " .69	.03	13.10 " 13.29	.66	25.70 " 25.89	1.29
.70 " .89	.04	13.30 " 13.49	.67	25.90 " 26.09	1.30
.90 " 1.09	.05	13.50 " 13.69	.68	26.10 " 26.29	1.31
1.10 " 1.29	.06	13.70 " 13.89	.69	26.30 " 26.49	1.32
1.30 " 1.49	.07	13.90 " 14.09	.70	26.50 " 26.69	1.33
1.50 " 1.69	.08	14.10 " 14.29	.71	26.70 " 26.89	1.34
1.70 " 1.89	.09	14.30 " 14.49	.72	26.90 " 27.09	1.35
1.90 " 2.09	.10	14.50 " 14.69	.73	27.10 " 27.29	1.36
2.10 " 2.29	.11	14.70 " 14.89	.74	27.30 " 27.49	1.37
2.30 " 2.49	.12	14.90 " 15.09	.75	27.50 " 27.69	1.38
2.50 " 2.69	.13	15.10 " 15.29	.76	27.70 " 27.89	1.39
2.70 " 2.89	.14	15.30 " 15.49	.77	27.90 " 28.09	1.40
2.90 " 3.09	.15	15.50 " 15.69	.78	28.10 " 28.29	1.41
3.10 " 3.29	.16	15.70 " 15.89	.79	28.30 " 28.49	1.42
3.30 " 3.49	.17	15.90 " 16.09	.80	28.50 " 28.69	1.43
3.50 " 3.69	.18	16.10 " 16.29	.81	28.70 " 28.89	1.44
3.70 " 3.89	.19	16.30 " 16.49	.82	28.90 " 29.09	1.45
3.90 " 4.09	.20	16.50 " 16.69	.83	29.10 " 29.29	1.46
4.10 " 4.29	.21	16.70 " 16.89	.84	29.30 " 29.49	1.47
4.30 " 4.49	.22	16.90 " 17.09	.85	29.50 " 29.69	1.48
4.50 " 4.69	.23	17.10 " 17.29	.86	29.70 " 29.89	1.49
4.70 " 4.89	.24	17.30 " 17.49	.87	29.90 " 30.09	1.50
4.90 " 5.09	.25	17.50 " 17.69	.88	30.10 " 30.29	1.51
5.10 " 5.29	.26	17.70 " 17.89	.89	30.30 " 30.49	1.52
5.30 " 5.49	.27	17.90 " 18.09	.90	30.50 " 30.69	1.53
5.50 " 5.69	.28	18.10 " 18.29	.91	30.70 " 30.89	1.54
5.70 " 5.89	.29	18.30 " 18.49	.92	30.90 " 31.09	1.55
5.90 " 6.09	.30	18.50 " 18.69	.93	31.10 " 31.29	1.56
6.10 " 6.29	.31	18.70 " 18.89	.94	31.30 " 31.49	1.57
6.30 " 6.49	.32	18.90 " 19.09	.95	31.50 " 31.69	1.58
6.50 " 6.69	.33	19.10 " 19.29	.96	31.70 " 31.89	1.59
6.70 " 6.89	.34	19.30 " 19.49	.97	31.90 " 32.09	1.60
6.90 " 7.09	.35	19.50 " 19.69	.98	32.10 " 32.29	1.61
7.10 " 7.29	.36	19.70 " 19.89	.99	32.30 " 32.49	1.62
7.30 " 7.49	.37	19.90 " 20.09	1.00	32.50 " 32.69	1.63
7.50 " 7.69	.38	20.10 " 20.29	1.01	32.70 " 32.89	1.64
7.70 " 7.89	.39	20.30 " 20.49	1.02	32.90 " 33.09	1.65
7.90 " 8.09	.40	20.50 " 20.69	1.03	33.10 " 33.29	1.66
8.10 " 8.29	.41	20.70 " 20.89	1.04	33.30 " 33.49	1.67
8.30 " 8.49	.42	20.90 " 21.09	1.05	33.50 " 33.69	1.68
8.50 " 8.69	.43	21.10 " 21.29	1.06	33.70 " 33.89	1.69
8.70 " 8.89	.44	21.30 " 21.49	1.07	33.90 " 34.09	1.70
8.90 " 9.09	.45	21.50 " 21.69	1.08	34.10 " 34.29	1.71
9.10 " 9.29	.46	21.70 " 21.89	1.09	34.30 " 34.49	1.72
9.30 " 9.49	.47	21.90 " 22.09	1.10	34.50 " 34.69	1.73
9.50 " 9.69	.48	22.10 " 22.29	1.11	34.70 " 34.89	1.74
9.70 " 9.89	.49	22.30 " 22.49	1.12	34.90 " 35.09	1.75
9.90 " 10.09	.50	22.50 " 22.69	1.13	35.10 " 35.29	1.76
10.10 " 10.29	.51	22.70 " 22.89	1.14	35.30 " 35.49	1.77
10.30 " 10.49	.52	22.90 " 23.09	1.15	35.50 " 35.69	1.78
10.50 " 10.69	.53	23.10 " 23.29	1.16	35.70 " 35.89	1.79
10.70 " 10.89	.54	23.30 " 23.49	1.17	35.90 " 36.09	1.80
10.90 " 11.09	.55	23.50 " 23.69	1.18	36.10 " 36.29	1.81
11.10 " 11.29	.56	23.70 " 23.89	1.19	36.30 " 36.49	1.82
11.30 " 11.49	.57	23.90 " 24.09	1.20	36.50 " 36.69	1.83
11.50 " 11.69	.58	24.10 " 24.29	1.21	36.70 " 36.89	1.84
11.70 " 11.89	.59	24.30 " 24.49	1.22	36.90 " 37.09	1.85
11.90 " 12.09	.60	24.50 " 24.69	1.23	37.10 " 37.29	1.86
12.10 " 12.29	.61	24.70 " 24.89	1.24	37.30 " 37.49	1.87
12.30 " 12.49	.62	24.90 " 25.09	1.25	37.50 " 37.69	1.88
12.50 " 12.69	.63	25.10 " 25.29	1.26	37.70 " 37.89	1.89

BANKER'S SYSTEMS INC., BOX 1497, ST. CLOUD, MINN. 56301

Amount of Sale	Tax	Amount of Sale	Tax	Amount of Sale	Tax
37.90 " 38.09	1.90	48.70 " 48.89	2.44	59.50 " 59.69	2.98
38.10 " 38.29	1.91	48.90 " 49.09	2.45	59.70 " 59.89	2.99
38.30 " 38.49	1.92	49.10 " 49.29	2.46	59.90 " 60.09	3.00
38.50 " 38.69	1.93	49.30 " 49.49	2.47	60.10 " 60.29	3.01
38.70 " 38.89	1.94	49.50 " 49.69	2.48	60.30 " 60.49	3.02
38.90 " 39.09	1.95	49.70 " 49.89	2.49	60.50 " 60.69	3.03
39.10 " 39.29	1.96	49.90 " 50.09	2.50	60.70 " 60.89	3.04
39.30 " 39.49	1.97	50.10 " 50.29	2.51	60.90 " 61.09	3.05
39.50 " 39.69	1.98	50.30 " 50.49	2.52	61.10 " 61.29	3.06
39.70 " 39.89	1.99	50.50 " 50.69	2.53	61.30 " 61.49	3.07
39.90 " 40.09	2.00	50.70 " 50.89	2.54	61.50 " 61.69	3.08
40.10 " 40.29	2.01	50.90 " 51.09	2.55	61.70 " 61.89	3.09
40.30 " 40.49	2.02	51.10 " 51.29	2.56	61.90 " 62.09	3.10
40.50 " 40.69	2.03	51.30 " 51.49	2.57	62.10 " 62.29	3.11
40.70 " 40.89	2.04	51.50 " 51.69	2.58	62.30 " 62.49	3.12
40.90 " 41.09	2.05	51.70 " 51.89	2.59	62.50 " 62.69	3.13
41.10 " 41.29	2.06	51.90 " 52.09	2.60	62.70 " 62.89	3.14
41.30 " 41.49	2.07	52.10 " 52.29	2.61	62.90 " 63.09	3.15
41.50 " 41.69	2.08	52.30 " 52.49	2.62	63.10 " 63.29	3.16
41.70 " 41.89	2.09	52.50 " 52.69	2.63	63.30 " 63.49	3.17
41.90 " 42.09	2.10	52.70 " 52.89	2.64	63.50 " 63.69	3.18
42.10 " 42.29	2.11	52.90 " 53.09	2.65	63.70 " 63.89	3.19
42.30 " 42.49	2.12	53.10 " 53.29	2.66	63.90 " 64.09	3.20
42.50 " 42.69	2.13	53.30 " 53.49	2.67	64.10 " 64.29	3.21
42.70 " 42.89	2.14	53.50 " 53.69	2.68	64.30 " 64.49	3.22
42.90 " 43.09	2.15	53.70 " 53.89	2.69	64.50 " 64.69	3.23
43.10 " 43.29	2.16	53.90 " 54.09	2.70	64.70 " 64.89	3.24
43.30 " 43.49	2.17	54.10 " 54.29	2.71	64.90 " 65.09	3.25
43.50 " 43.69	2.18	54.30 " 54.49	2.72	65.10 " 65.29	3.26
43.70 " 43.89	2.19	54.50 " 54.69	2.73	65.30 " 65.49	3.27
43.90 " 44.09	2.20	54.70 " 54.89	2.74	65.50 " 65.69	3.28
44.10 " 44.29	2.21	54.90 " 55.09	2.75	65.70 " 65.89	3.29
44.30 " 44.49	2.22	55.10 " 55.29	2.76	65.90 " 66.09	3.30
44.50 " 44.69	2.23	55.30 " 55.49	2.77	66.10 " 66.29	3.31
44.70 " 44.89	2.24	55.50 " 55.69	2.78	66.30 " 66.49	3.32
44.90 " 45.09	2.25	55.70 " 55.89	2.79	66.50 " 66.69	3.33
45.10 " 45.29	2.26	55.90 " 56.09	2.80	66.70 " 66.89	3.34
45.30 " 45.49	2.27	56.10 " 56.29	2.81	66.90 " 67.09	3.35
45.50 " 45.69	2.28	56.30 " 56.49	2.82	67.10 " 67.29	3.36
45.70 " 45.89	2.29	56.50 " 56.69	2.83	67.30 " 67.49	3.37
45.90 " 46.09	2.30	56.70 " 56.89	2.84	67.50 " 67.69	3.38
46.10 " 46.29	2.31	56.90 " 57.09	2.85	67.70 " 67.89	3.39
46.30 " 46.49	2.32	57.10 " 57.29	2.86	67.90 " 68.09	3.40
46.50 " 46.69	2.33	57.30 " 57.49	2.87	68.10 " 68.29	3.41
46.70 " 46.89	2.34	57.50 " 57.69	2.88	68.30 " 68.49	3.42
46.90 " 47.09	2.35	57.70 " 57.89	2.89	68.50 " 68.69	3.43
47.10 " 47.29	2.36	57.90 " 58.09	2.90	68.70 " 68.89	3.44
47.30 " 47.49	2.37	58.10 " 58.29	2.91	68.90 " 69.09	3.45
47.50 " 47.69	2.38	58.30 " 58.49	2.92	69.10 " 69.29	3.46
47.70 " 47.89	2.39	58.50 " 58.69	2.93	69.30 " 69.49	3.47
47.90 " 48.09	2.40	58.70 " 58.89	2.94	69.50 " 69.69	3.48
48.10 " 48.29	2.41	58.90 " 59.09	2.95	69.70 " 69.89	3.49
48.30 " 48.49	2.42	59.10 " 59.29	2.96	69.90 " 70.09	3.50
48.50 " 48.69	2.43	59.30 " 59.49	2.97	70.10 " 70.29	3.51

Texas 5% Combined Tax Chart	
4% State — 1% Local	80.00 — 4.00
	90.00 — 4.50
	100.00 — 5.00

III. Finding the amount of tax to charge.

A. Total the customer's bill.

B. Find this amount on the tax chart.

C. The amount of tax to charge is in the right column next to the amount of the bill.

CASHIER

ASSIGNMENT SHEET 16--ADDING SALES TAX

A. Mrs. Jones bought one piece of pecan pie (75¢), a combination salad ($1.29), and a cup of coffee (25¢). How much is her bill before tax? How much tax should she be charged? What is her total bill?

B. Mr. Smith had salad (58¢), roast and gravy ($2.00), macaroni and cheese (53¢), beets (27¢), pie (60¢) and coffee (25¢). Subtotal the bill, add the correct amount of sales tax, and total the bill.

C. How much sales tax should be charged on the following amounts?

1. $1.68 _____
2. .59 _____
3. 5.49 _____
4. 8.02 _____
5. 1.50 _____

CASHIER

ASSIGNMENT SHEET 17--TOTALING THE BILL AND RECEIVING PAYMENT

Directions: Use play money to act out each of the situations given below in class.

Situation 1

The customer hands you the following bill. Find the total amount of the bill (Use the Sales Tax Sheet included on Information Sheet 7). The customer gives you a personal check for the correct amount. What do you look for on the check? What do you ask for?

Plaza Restaurant

Noon Special	$3.25
2 soft drinks	.50

Subtotal _____

tax _____

Total _____

Situation 2

Have a student present the following bill to you (the cashier) and a traveler's check in the amount of $20 for payment. What do you do? What do you say? What change will the customer receive?

Shady Inn Restaurant

No. 5 Lunch	$2.38
1 soft drink	.30
1 iced tea	.20

Subtotal _____

tax _____

Total _____

CASHIER

INFORMATION SHEET 8--GUARDING AGAINST THEFT

I. Counterfeit bills

A. Some businesses may hold the employee responsible for accepting counterfeit money.

B. There are ways of detecting counterfeit bills.

1. Hairlines on portraits may blend into the background.

2. Points around the colored seal may not be clear and sharp.

3. Crisscross lines on the border are often not clear and distinct.

4. Serial numbers may be out of line, poorly spaced, or printed too light or dark.

5. The color of a bill may be too light or dark.

6. Bills will often appear to be too clean, stiff, or thick.

7. Compare any unusual bill to another bill of the same denomination.

C. Pictures on different denominations

1. $1--Washington

2. $2--Jefferson

3. $5--Lincoln

4. $10--Hamilton

5. $20--Jackson

6. $50--Grant

II. Shortchange artist

A. Cheats cashier by using confusion or distraction.

B. Interrupts the cashier while making change and asks for change in a different denomination.

C. Rushes the cashier and also may want to purchase something from the display counter.

EXAMPLE: The cashier may be given a bill for payment after the change has been returned. The customer may then change a combination of bills and coins to a lesser amount and then ask for his bill to be returned as the lesser change is handed back to the cashier. During the exchange the cashier is cheated.

D. Ways to avoid the shortchange artist.

1. Ask a customer to wait and then finish the transaction to avoid being confused and distracted.

2. Have the customer's money in your hand before giving any change even if the customer asks for change several times.

3. Always call out loud the denomination of the bill the customer hands you.

4. Close the cash drawer and contact the manager if total confusion occurs.

III. Money manipulation

A. Split bills

EXAMPLE: A $1 bill and a $10 bill may be separated by a special process and then the sides of the two bills interchanged. This would produce two bills, each having a ten side and a one side. The manipulator will then pass the two changed bills which originally were worth $11 for $20 worth of merchandise.

Another method is to cut bills in half and attach the right half of a large bill to the left half of a small bill. The bills are then passed with a stack of the larger bills.

B. Marked bills

EXAMPLE: A person may buy something inexpensive with a $10 bill which is marked with an easily identified mark or a torn corner. The person receives the change and leaves. The partner then comes along, buys something inexpensive with a dollar bill, and then argues that it was a $10 bill given to the cashier. The manipulator proves it by identifying the mark or torn corner on the bill. The cashier looks into the cash drawer, finds the bill that meets the description, and gives the second manipulator $9 more in change.

C. Preventing money manipulation

1. Examine both sides of a bill.

2. Look for unusual markings.

3. Casually or humorously let the person know you found a marking on the bill.

4. Do not place money in the cash drawer until the customer has indicated the correct amount of change was received.

5. Place any marked bill under the cash drawer tray.

IV. Robberies

A. Be quick to notice strange cars parked near the front or rear entrance of the business, especially if the motor is running.

B. Do what a robber says without arguing.

C. Remember the robber's description

1. Age
2. Nationality
3. Height
4. Weight
5. Build
6. Sex
7. Complexion
8. Eyes and hair colors
9. Clothing
10. Voice
    a. low
    b. high
    c. lisp
    d. accent
11. Tattoos
12. Scars
13. Limp
14. Type of weapon

D. Get the license number and make of the car.

CASHIER

ASSIGNMENT SHEET 18--DEALING WITH COUNTERFEIT BILLS, SHORTCHANGE ARTISTS, MONEY MANIPULATORS, AND ROBBERS

Directions: Answer each of the following questions in the space provided. Ask experienced cashiers or cashiers or managers for additional information.

A. A customer gives you a $10 bill for payment. What are 4 things a cashier can look for to determine if it is counterfeit?

B. Name the person whose picture will be found on the following bills.

1. $1
2. $2
3. $5
4. $10
5. $20
6. $50

C. List 2 ways a shortchange artist cheats a cashier

1.

2.

D. How should a cashier handle a shortchange situation?

E. List 4 ways to guard against money manipulators.

1.

2.

3.

4.

F. List 2 things a cashier should do in case of a robbery.

1.

2.

CASHIER

TEST--PART 1

Directions: Match the terms associated with the cashier to the correct definition by writing the correct number in each blank.

____1. Being thoughtful and courteous of others' feeling in handling various situations.

____2. Ability to handle situations easily and calmly.

____3. Productivity without waste.

____4. A characteristic or action of a person which is usually done unknowingly.

____5. Being careful and watchful.

____6. People who control and give directions at a training station.

____7. A help or advantage.

____8. Correct.

____9. Neat and readable.

____10. Figure a check or amount.

____11. A business deal in which satisfactory exchanges are made.

____12. A machine which will operate or perform a certain function on its own.

____13. Makes change automatically when the proper keys are pushed.

____14. Value or size of a piece of money.

a. Accurate
b. Tactful
c. Change maker
d. Poise
e. Denomination
f. Alert
g. Mannerism
h. Legible
i. Asset
j. Efficiency
k. Compute
l. Transaction
m. Management
n. Automatic

____15. Checks given by the customer to pay for service.

____16. Numbers on bills to identify them.

____17. Amount of money put in the cash register at the start of the day or shift.

____18. Cash register record of transactions, number of customers, and date.

____19. The part of a cash register which allows the cashier to change the amount shown on a register when an error has been made.

____20. The part of the register used to open the cash drawer without adding or taking away from the amount in the cash drawer.

____21. A card allowing a customer to charge or delay payment on purchases made.

____22. A copy of the original.

____23. To handle by an artful or unfair method for self-benefit.

____24. Money made by an individual but not approved by the U.S. government.

____25. To discover or find out about something.

____26. A person that is an expert in cheating the cashier by confusion and distraction.

____27. To check for correctness of amounts of money.

o. Proving

p. No-sale key

q. Detecting

r. Void key

s. Counterfeit bill

t. Credit card

u. Detail tape

v. Shortchange artist

w. Reproduction

x. Serial numbers

y. Manipulate

z. Change bank

aa. Personal check

CASHIER

TEST--PART 2

1. Point out the correct ways of displaying proper work attitudes by answering true or false to each of the following statements.

   _____a. Be courteous and considerate in order to get along successfully with customers.

   _____b. Be dishonest in dealing with the customer when you can make extra money for the restaurant.

   _____c. Learn to be tactful and thoughtful when speaking to customers.

   _____d. Be pleasant except when the customer is not.

   _____e. Speed is important but not accuracy.

   _____f. Thank the customers in a pleasant manner and ask in a pleasant manner if they were satisfied with the meal.

   _____g. Show pride in your job.

2. Select the correct ways of making your appearance fit your job by circling the word that best completes each statement below.

   a. Be clean and (untidy, neat).

   b. Manicure your (hands, hair).

   c. Avoid (attractive, flashy) clothing, jewelry, or nail polish.

   d. Smile (friendly, seldom) and have a pleasant manner to make the customer relaxed.

   e. Be (alert, droopy) at all times because you can always be seen by the customer.

   f. Use (good, bad) posture instead of looking tired and droopy.

   g. If an error is made (don't apologize, apologize).

CASHIER

TEST--PART 3

1. Point out the opening duties of a cashier by placing a "✓" in front of each.

   _____a. Obtain change for the cash register.

   _____b. Watch the manager count the money to be used for change and then put it in the cash drawer.

   _____c. Put all the bills in the same stack and the coins in the same part of the drawer.

   _____d. Fill the automatic changer if one is used.

   _____e. Allow enough time to set up the cash register.

2. Point out the closing duties of a cashier by placing a "✓" in front of each.

   _____a. Balance the register by counting the cash and the sales checks.

   _____b. Count the money in public view so you will not be accused of stealing.

   _____c. Never leave money unguarded.

   _____d. Separate money into change and bills.

   _____d. Have someone in the restaurant record the amounts on the balance sheet.

   _____f. Prepare any reports and the deposit slip if required by the management.

   _____g. Leave the money on the counter for the next day.

   _____h. Prepare a deposit slip.

3. Point out additional responsibilities of the cashier during the day by placing a "✓" in front of each.

   _____a. Check on the kitchen help.

   _____b. Sell items at the display counter.

   _____c. Keep counter stocked with items sold.

   _____d. Keep counter neatly arranged.

_____e. Answer phone calls and refer them to the manager.

_____f. Sell items at the counter for higher prices.

_____g. Handle complaints courteously.

4. Select the qualities of a good telephone personality by answering yes or no to each of the following statements.

_____a. Be pleasant only if the person you are talking to is pleasant.

_____b. Show friendliness toward every person.

_____c. Try not to show an interest in the person calling.

_____d. Be sincere with any statement you make.

_____e. Offer no information to a caller.

_____f. Try to talk to callers as long as they will keep talking.

_____g. Politely direct a call to a close after the purpose for the call is completed.

5. Point out the correct procedures for answering and handling a phone call by rewriting each statement below so that it will give the correct procedure.

a. Allow the phone to ring several times before answering.

b. Don't tell the person calling who you are or the name of the restaurant.

c. Handle incoming calls harshly so people will not be calling and bothering the restaurant.

6. Identify the correct methods of handling complaints by placing a "✓" in front of each.

_____a. Don't listen to a complainer; hang up.

_____b. Apologize for any inconvenience.

_____c. Try to argue out of the situation.

_____d. Thank the customer for bringing the matter to your attention.

_____e. Never bother the manager with a complaint, even if you can't handle it.

CASHIER

TEST--PART 4

1. Explain the operation of the cash register by circling the word (or words) which best completes each statement.

   a. Detailed instructions on how to operate the cash register should be given by the (cook, manager).

   b. The cash register is an (expensive, inexpensive) and delicate machine so handle it carefully.

   c. Most cash registers have three types of keys which are (numerical, symbols, lettered, alphabetical, and special).

   d. Each sale is printed on a roll of paper called the (print out, audit tape).

   e. The detail or audit tape permits an accurate reading of the amount at the end of the day (minus, plus) the amount of the reading at the beginning of the day.

   f. Some cash registers will print a receipt for the customer with the amount of purchase, change returned, and the (type of food bought, date).

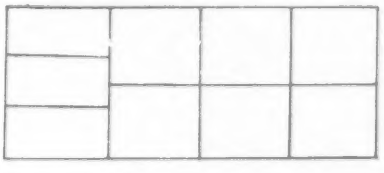
   g. The cash register has a cash drawer for money and may also be connected to a (computer, automatic change maker).

   h. (Management, cashiers) have to account for sales and voids.

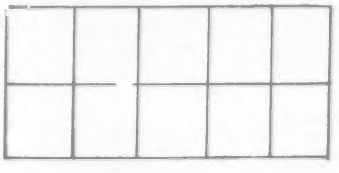
   i. The proving at the end of the day must equal the cash (in the drawer, on the tape) minus the amount of cash begun with, cash paid out, and charges.

2. Correctly arrange cash in each of the different types of cash drawers by writing the denomination of money that goes in each slot.

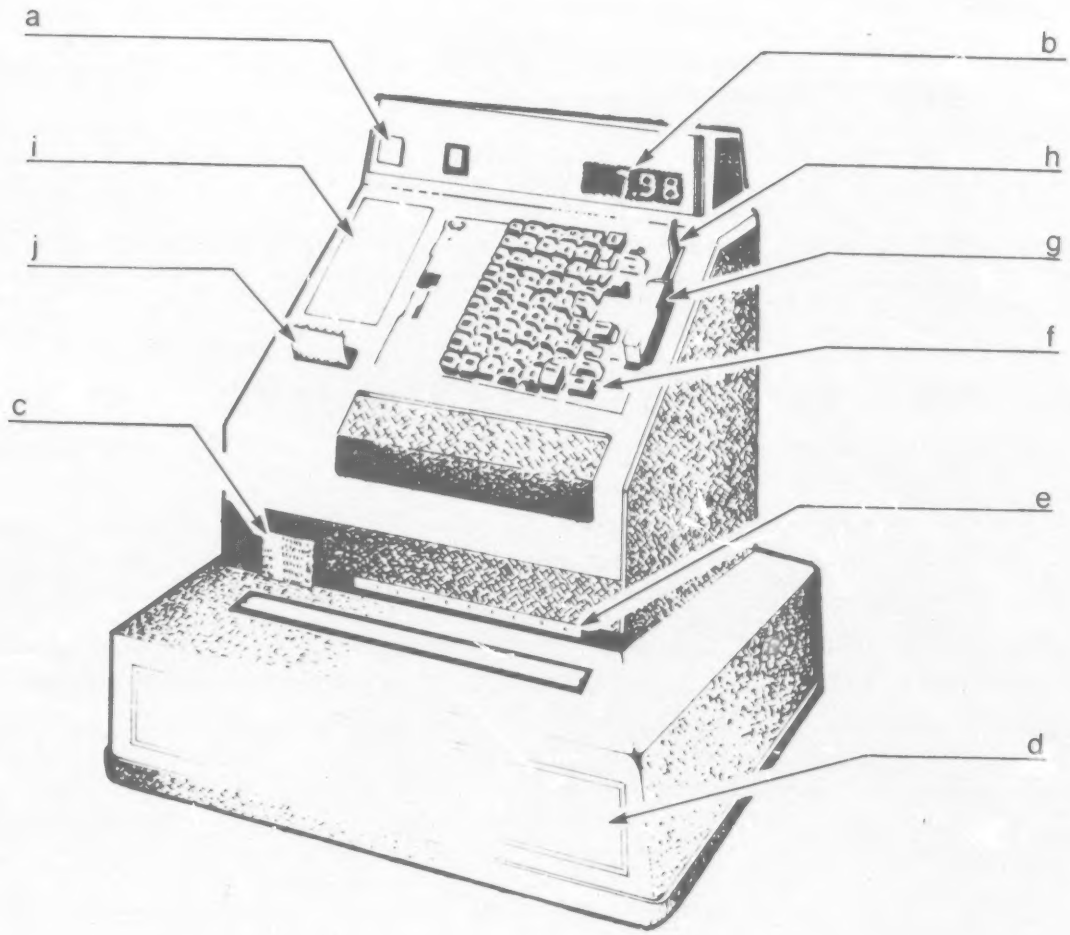
   a.



   b.



3. Identify each of the parts of a cash register by writing each of the parts listed below in the correct blank.



CASHIER

TEST--PART 5

1. Select the proper sequence for receiving payments and making change by numbering each of the steps below. You should number 1 through 12.

   _____a. Count out the correct change into your own hands.

   _____b. Thank the customer.

   _____c. Give the customer an appropriate greeting.

   _____d. File the customer's bill.

   _____e. Look over the restaurant check for errors.

   _____f. Close the cash drawer.

   _____g. Look at the customer and state the amount of the check and then the amount of money the customer gave you.

   _____h. Place the restaurant check to one side or on the money slab.

   _____i. Place the customer's money in the cash drawer.

   _____j. Record the amount of the restaurant check on the cash register.

   _____k. Count the change back to the customer out loud beginning with the amount of the check.

2. Directions: Place a "✓" by the correct answer.

   A. If a customer pays for a $7.25 order with a $10 bill, you should say out loud:

      ( ) 1. "That will be $7.25".

      ( ) 2. "Out of $10.00".

      ( ) 3. "That will be $7.25 out of $10.00".

   B. A way to avoid confusion about the amount of money a customer gives you to pay for an order is to:

      ( ) 1. Place the money in the cash drawer as soon as the customer hands it to you.

      ( ) 2. Place it on the money slab of your register until after you give the customer the correct change.

( ) 3. Let the customer hold the money until you've counted the change; then take the money and put it in the cash drawer.

C. You should count the change:

( ) 1. Out loud when giving it to the customer.

( ) 2. Carefully while taking it from the drawer.

( ) 3. Carefully while giving it to the customer.

( ) 4. All of the above.

D. If a customer claims to have been "shortchanged" you should:

( ) 1. Leave the cash drawer open.

( ) 2. Try to handle the situation yourself.

( ) 3. Tell the customer that he or she is mistaken.

( ) 4. Call the store manager.

E. The best rule to follow when you are requested to do something while making change is:

( ) 1. Stop counting and take care of the matter immediately.

( ) 2. Try to keep counting and handle the matter at the same time.

( ) 3. Acknowledge the request with a nod or smile, continue counting, and handle the matter after the customer has received the correct change.

CASHIER

TEST--PART 6

1. Explain the use of credit cards in restaurants by answering each of the following questions.

   a. Customers use credit cards because: (Give 2 uses)

      (1)

      (2)

   b. Credit cards commonly used in restaurants are: (Write yes or no by each).

      _____ (1) Sears

      _____ (2) VISA

      _____ (3) Master Charge

      _____ (4) Exxon

      _____ (5) Diner's Club

      _____ (6) American Express

      _____ (7) Penney's

      _____ (8) Carte Blanche

   c. General rules for accepting credit cards are: (Place a "✓" in front of each correct statement).

      _____ (1) All places honor all credit cards.

      _____ (2) Usually accepted credit cards are displayed on the door of the restaurant or at the cash register.

      _____ (3) The cashier should find out from the manager which credit cards are accepted.

   d. The procedure for processing a credit card is: (Number the steps 1 through 15 in the proper order).

      _____ (1) Place the customer's credit card face up in the machine.

      _____ (2) Return the card to the customer.

      _____ (3) Remove the slip and card from the machine.

_____ (4) Write a description of the sale and the amount of each charge, including sales tax and total, in the correct place on the form.

_____ (5) Move the handle across the machine and back to the original position.

_____ (6) Ask the customer if a credit card will be used to pay the bill.

_____ (7) Obtain the card from the customer.

_____ (8) Determine if the credit card is one accepted by the restaurant.

_____ (9) Place the sales slip face up in the machine over the credit card.

_____(10) Have the customer sign the slip.

_____(11) Thank the customer when the transaction is completed.

_____(12) Compare the signature against the credit card signature.

_____(13) Give the customer a copy of the sales slip.

_____(14) Write the date of sale or set the machine so that it will print the correct date on the charge slip.

_____(15) Place the original and other copies in the cash drawer or any special file.

2. Point out the correct rules to follow in handling personal checks by placing a "✓" in front of each correct statement below.

_____ a. Be familiar with company policy.

_____ b. Checks may be written in pencil or ink.

_____ c. Date is not important on checks.

_____ d. The address and phone number of the person must be on the check.

_____ e. The amount of the check can be written in words or numbers.

_____ f. Have the customer initial any corrections made on the check.

_____ g. Approve checks yourself when the management is not near.

_____ h. Forcefully ask for identification.

_____ i. Do not accept checks marked "For Deposit Only".

_____ j. The account numbers on a check mean nothing.

_____ k. Company checks should have the name typed on the front.

3. Point out the correct rules to follow when handling traveler's checks by placing a "√" in front of each correct statement below.

_____ a. Have the customer sign the check in your presence.

_____ b. Have the customer sign the check again if it has already been signed.

_____ c. Compare the customer's signature with the signature made at the time the check was purchased at the bank.

CASHIER

TEST--PART 7

1. Using the sales tax chart in Information Sheet 7, find the tax for the following amounts.

   a. $1.25 _____

   b. 4.59 _____

   c. 25.02 _____

   d. 37.89 _____

   e. 12.74 _____

   f. 1.02 _____

   g. .95 _____

   h. 5.02 _____

   i. 7.98 _____

   j. 10.53 _____

2. List three steps used in finding the correct sales tax to charge.

   a.

   b.

   c.

3. Fill in the blank with the correct word to complete the sentence. total, percent, chart

   a. Sales tax is a certain _____ of the total bill.

   b. A tax _____ is used to find the amount of tax.

   c. Sales tax is added to the _____ bill.

CASHIER

TEST--PART 8

1. Explain how a cashier can detect counterfeit bills.

2. Name the methods a shortchange artist uses to cheat the cashier and describe the ways to prevent being short-changed.

3. Describe the methods a person uses to manipulate money from the cashier and explain how to prevent this.

4. Point out the correct procedures to follow if your restaurant is being robbed by writing TRUE or FALSE to each statement below.

   _____ a. Look for parked cars near the front or rear entrance of the restaurant.

   _____ b. Argue with a robber in order to stall.

   _____ c. Remember the robber's description.

   _____ d. Get the license number and make of the car.